PLACE FORM TRUST C

MADDOX

DOWNTOWN

HOMEOWNER MANUAL

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THE PROFESSIONALS

THE DEVELOPER OF MADDOX

Maddox was developed by Cressey (Drake) Development LLP and Cressey Drake Holdings Ltd. (collectively referred to as the "Developer"). The Developer is a member of the Cressey Development Group (Cressey). Established in 1969, Cressey and its affiliated companies have been instrumental in changing the greater Vancouver skyline and constructing landmark residences throughout the lower mainland in fulfillment of the housing needs of a dynamic marketplace.

With over 200 successful projects to their credit, Cressey has built a solid reputation as innovators of distinctive housing, designed for specific urban sites and lifestyles. The company maintains an unyielding commitment to outstanding workmanship, quality materials and customer satisfaction. Recognized for its excellence, Cressey has earned many prestigious industry awards, including the Georgie Awards from the Canadian Home Builders Association of B.C., and awards of excellence from both the Urban Development Institute and Lower Mainland Municipalities.

OUR NEW HOME CONSULTANT TEAM

The Cressey prides itself on its commitment to outstanding customer service. Our New Home Consultant Team is dedicated to providing quality customer care; building lasting relationships is our goal. Our homeowner manual strives to answer many questions a new owner may have. If you require additional information, or seek clarity on a particular issue, please do not hesitate to either call or email us. Our contact information and hours of operation are outlined in the "Emergency Contacts" section of this Manual.

INTERIOR DESIGNER

Trepp Design Inc. is a Vancouver-based interior design firm focused on creative excellence and innovative design solutions. Drawing on over a decade's professional experience, TDI implements a collaborative and multi-disciplinary approach allowing its designers and technologists to combine inspired expression and creative passion. Whether the design challenge at hand is local or international, residential or commercial, the hallmark of each of the boutique's endeavors is a combination of aesthetics and functional know-how. The result: intimate spaces that uniquely unite people with their environment.

THE ARCHITECT

IBI/HB Architects integrates the former practice of Hancock, Brückner, Eng + Wright (HBEW) with the IBI Group, combining the high-rise residential design experience of HBEW with the multi-disciplinary, international expertise of IBI Group. IBI/HB is based in Vancouver, British Columbia, a city known for its high quality residential design and innovative urban planning.

IBI/HB is focused on the design of high-density residential condominium environments of the highest quality. With over 130 staff and an outstanding portfolio of completed work in Vancouver and abroad, IBI/HB integrates specialists in architecture, landscape architecture, interior design, construction administration, permitting and public consultation, communications, and computer modeling.

THE CONSTRUCTION PROCESS

DELIVERY DATE

The delivery date for your home begins as an estimate. Until components are completed and the structure is enclosed, the delivery date can be dramatically affected by weather conditions and the availability of labor and materials. Even after the home is past weather-related and labor/ material delay potential, the installation of utility services, final grading, concrete flatwork, etc. can affect the delivery date. City occupancy permits are acquired once these elements are complete.

Depending on availability of labor and materials, weather conditions, site conditions and the construction process, some homes may not be completed by their estimated delivery dates

VARIATIONS

Products used during the construction process may change due to circumstances beyond the Developer's control. For example, variations in products may occur as a result of supplier/assembly line changes, industry changes, and procurement changes. In all instances, as required by your purchase agreement, any substitution of method or product shall be of equal or better quality than the original specification.

Your unit may also be altered during the construction process; for instance, mechanical, electrical or structural modifications may necessitate alternations.

Variations within the same type of unit will also occur if the purchaser elected to pay for an upgrade option.

YOUR HOMEOWNER MANUAL

Congratulations on your decision to purchase a new home at Maddox!

This homeowner manual ("Manual") has been designed to assist you following the purchase of your new home. Please take time to review this Manual thoroughly. If you require clarification or additional information, please give us a call; we would be delighted to serve you!

Maddox New Home Consultant Team
Suite 200-555 West 8th Avenue
Vancouver, B.C. V5Z 1C6
(604) 895-0428
service@cressey.com

This Manual does not purport to be all-inclusive or contain all of the information an owner may need or desire. Neither the Developer nor any of its respective officers, agents or principals has made or will make any representations or warranties, express or implied, as to the accuracy or completeness of the Manual, and no legal commitment or obligation shall arise by reason of this Manual and/or its contents. We believe the contents of this Manual are accurate and up to date at the time of printing. This Manual was created in October 2013. The Developer reserves the right to make changes to this Manual without notice. E and OE.

EMERGENCY PROCEDURES

While emergency warranty situations are rare, when they occur, prompt response is essential. You may be able to mitigate or solve electrical and plumbing problems by referring to the troubleshooting tips section of this Manual (see table of contents). For natural gas and poison control emergencies, please phone the numbers noted in the "Emergency Contact" section of this Manual.

Travelers requires homeowners to mitigate damage (including damage caused by defects or water penetration as set out in the warranty certificate); failure to do so may prejudice the homeowner's entitlement to warranty coverage.

An emergency constitutes a:

- Total loss of heat when the outside temperature is below 50°F;
- Total loss of electricity;
- Total loss of water;
- Plumbing leak that requires the entire water supply to be shut off; and/or
- A gas leak.

During regular business hours, please contact either the Developer or Property Manager to report warrantable emergency repairs. After hours, contact either the Property Manager or the applicable local utility company. If this does not solve the problem, contact the applicable trade contractor listed in the "Trade Contact Information" section of this Manual.

The Developer will only reimburse the homeowner for after-hours emergency costs if the Developer, in its sole discretion, determines that:

1) A warrantable emergency existed;
2) The homeowner did everything and anything necessary to mitigate the damage;
3) The homeowner did not contravene procedures noted in the Manual;
4) **The repairs were facilitated by the applicable contractor listed under the "Trade Contact Information" section of this Manual;**
5) The emergency occurred during the warranty period; and
6) The emergency is not covered by another insurance policy.

If a service (gas, electricity, water) is out in an entire area, attention from the local utility company is required

EMERGENCY CONTACTS

	BUISNESS HOURS MONDAY – FRIDAY 8:30 AM - 4:30 PM	AFTER BUSINESS HOURS, WEEKENDS & HOLIDAYS
EMERGENCIES	9-1-1	9-1-1
BUILDER	Contact: New Home Consultants Department Tel: (604) 895-0428 service@cressey.com	Not Available (Messages can be left on the main New Home Consultant telephone. Messages will be retrieved on or after the next business day, in priority sequence)
PROPERTY MANAGER	Contact: FirstService Residential Property Manager – Monica Filip Direct Tel: (604) 689-6927 Office Tel: (604) 683-8900 E-mail: Monica.Filip@fsresidential.com	Contact: FirstService Residential Property Manager – Monica Filip Office Tel: (604) 683-8900 or (604) 777-3880
PLUMBING	**During the warranty period, please contact the Developer first to report warrantable plumbing concerns. After hours, please contact your Property Manager**	Contact: FirstService Residential Property Manager –Monica Filip Office Tel: (604) 683-8900 or (604) 777-3880 **If you cannot reach the Property Manager, contact the mechanical trade listed in the "Trade Contact Information" section of this Manual
ELECTRICAL	**During the warranty period, please contact the Developer first to report warrantable plumbing concerns. After hours, please contact your Property Manager**	Contact: FirstService Residential Property Manager –Monica Filip Office Tel: (604) 683-8900 or (604) 777-3880 **If you cannot reach the Property Manager, contact the electrical trade listed in the "Trade Contact Information" section of this Manual
FORTIS BC	16705 Fraser Highway Surrey, BC V4N 0E8 Tel: (604) 576-7000 Tel: 1-800-474-6886 (before you dig)	Emergencies Tel: 1-800-663-9911
POISON CONTROL	24 Hour Tel: (604) 682-5050	24 Hour Tel: (604) 682-5050
MIDLAND APPLIANCES	Tel: (604) 278-6131 www.midlandappliance.com	Not Available (Messages can be left on the main Customer Service telephone. Messages will be retrieved on or after the next business day, in priority sequence)
INFORM PROJECTS (HOOD FAN)	Tel: (604) 215-1000 service@informprojects.com	Not Available (Messages can be left on the main Customer Service telephone. Messages will be retrieved on or after the next business day, in priority sequence)
TELUS	TELUS Client Care PO Box 7575 Vancouver, B.C. V6B 8N9 Tel: 1(604) 310-2255 www.telus.com	www.telus.com
SHAW CABLE	900-1067 West Cordova Street Vancouver, B.C. Tel: 1-888-472-2222 www.shaw.ca/support	www.shaw.ca/support

YOUR ROLE AS A HOMEOWNER

- Read the Homeowner Manual, including all Appendices. It is your responsibility to maintain your new home.
- Read the care manuals (attached hereto as Appendices 01-22). Fill out and submit warranty cards where applicable.
- Read and comply with obligations outlined in Travelers Guarantee (attached hereto as Appendix 01).
- Ensure you activate your utility account application prior to your legal possession date.
- Purchase content insurance for your home, effective your legal possession date.
- Maintain your home.
- Mitigate damage. Take all necessary steps to prevent damage to your home. Your warranty may be void if defects occur or are made worse due to the owner's failure to either mitigate damage or follow maintenance procedures.
- Prevent condensation. Follow the instructions outlined in this Manual to avoid condensation. Damages caused by condensation will not be corrected through our warranty program. In fact, evidence of unmanaged condensation may render an owner's warranty null and void.
- Do not tamper with your bathroom fan timer or, where applicable, your dryer booster fan. Tampering with same will void your home warranty.
- Keep your laundry closet doors open while your washer/dryer are in use. Ensure you clean your dryer lint trap as required.
- Where applicable, ensure your plumbing systems are winterized (for example, hose bibs and irrigation systems).
- Keep a record of your fob's serial number. If you lose your fob, immediately report the loss to your Property Manager. This will help maintain the security of the building.
- Take note of your closing date; it is tied to your warranty expiry dates (please see the "Warranty Description" section of the Manual for more information).
- Submit notice of warrantable deficiencies 30 days before your applicable warranty expiry date. The Developer will **not** remind you of your warranty deadline.
- Provide both your Property Manager and the Maddox New Home Consultant Team your current contact information.
- Do not hire an outside company to repair warrantable deficiencies; if you do, you will void your warranty. If you require warranty work please follow instructions outlines in the "Emergency Procedures" and "Warranty Description" sections of this Manual. The Developer will not reimburse for privately contracted work.
- It is up to you to keep a copy of this Manual; a subsequent copy will not be issued.

IMPORTANT QUESTIONS ANSWERED

PROPERTY MANAGEMENT

1) Who is the Property Manager?
   - FirstService Residential. They can be reached at either (604) 683-8900, (604) 777-3880 (after hours) or www.fsresidential.com.

2) Who do I contact regarding my maintenance fees?
   - FirstService Residential.

3) Who do I contact regarding elevator bookings, garbage pick-up schedules, building maintenance etc.?
   - Property Manager Monica Filip.

4) Where are the garbage/recycling rooms?
   - The garbage/recycling room is located on P1 - north of the elevators.

5) What do I do with paint and other hazardous materials?
   - **Do not** dispose of hazardous materials in the garbage or recycling bins. For disposal of hazardous waste including paint, solvents, motor oil, batteries, pesticides, etc., please contact the City of Vancouver Recycling Hotline at (604) 732-9253, or visit www.rcbc.bc.ca.

YOUR NEW HOME CONSULTANT TEAM

6) Who do I contact regarding in suite deficiencies and warranty work?
   - Please review the "Emergency Procedures", "Warranty Description", and "Trade Contact Information" sections of this Manual for reporting procedures and contact information.

7) Who do I contact regarding warrantable in suite emergency repairs?
   - During normal business hours, please contact the Maddox New Home Consultant team. After hours, contact either the Property Manager or the applicable trade listed under the "Trade Contact Information" section of this Manual. It is imperative you peruse the "Emergency Procedures" and "Warranty Description" sections of this Manual for more information.

8) How do I file a request for warranty work?
   - Fill out and send in the "Service Request Form" found at either the end of your Manual or at www.cressey.com. Before you send in the form, please review the "Warranty Description" section of this Manual.

9) Can I hire my own contractor to repair warrantable deficiencies?
   - **No** – the Developer must first review the warranty work; if it is approved, the Developer will contact the applicable trade listed under the "Trade Contact Information" section of this Manual. For more information, please refer to the "Emergency Procedures" and "Warranty Description" section of your Manual.

     If you hire another company to perform warranty repairs, that portion of your warranty will become null and void

10) Will the Developer reimburse me for warranty repairs if I hire a contractor?
    - **No.**

11) What are the Maddox New Home Consultants' business hours/contact information?
    - You can reach a Maddox New Home Consultant Monday through Friday between 8:30am – 4:30pm (statutory holidays excluded). Warranty appointments are scheduled Monday through Friday between the hours of 7:00 AM – 2:00 PM, depending upon the availability of our technicians. You can reach us at either (604) 895-0428 or service@cressey.com.

12) What happens if I need to reschedule an appointment?
    - Provide a minimum of 24 hour notice prior to canceling an appointment. Provide notice via email. If you do not provide the requisite notice, you may be charged a cancellation fee.

KEYS & FOBS

13) What keys and fobs will I be given?
    - When you move in, you will be given two suite keys, two mailbox keys and two fobs. The fobs control access to your floor, your main lobby entry door, your parkade gates, and any other door with card access readers.

14) Should I keep a record of my fob's serial number?
    - **Yes** – serial numbers should be recorded where they can be easily accessed in case of an emergency.

15) What if I lose my fob?
    - Contact your Property Manager immediately. Provide the manager with the fob serial number; this will allow the manager to cancel the fob and help maintain security of the building.

16) Can I get additional fobs or keys?
    - The Property Manager will provide additional fobs for a fee. Please contact your Property Manager for more information. The owner is responsible for cutting additional suite key(s) at his/her cost.

ACCESS & SECURITY

17) How do I gain access to the building?
    - Please refer to both Appendix 03 and the "Security" section of this Manual for building access information.

18) How do I gain access to the underground parking?
    - The parking garage can be accessed on Continental Street, formally known as Rolston Crescent.

19) How do I use my visitor intercom system?
    - Please peruse both Appendix 03 and the "Security" section of this Manual for visitor intercom information.

20) Does my unit come with an alarm?
    - Please refer to the "Security" section of this Manual for more information.

PARKING & STORAGE LOCKERS

21) Can I purchase additional parking or storage lockers?
    - Please send your request to parkingstorage@cressey.com, or visit the homeowner's section on our website: www.cressey.com. If we have additional stalls/lockers, we will be happy to provide a procurement price.

WATER SHUT-OFFS & WINTERIZING

22) Where are my water shut offs?
    - Your water shut offs were pointed out to you during your initial orientation. As soon as possible, please re-familiarize yourself with their location. Shut offs are generally located in the storage room of your suite (concealed behind the removable panels), below the sinks, behind the toilet, in bedroom closets, and/or in the laundry closets. Should you notice a plumbing leak, turn the water off at these shutoffs, and immediately contact your Property Manager. Refer to both the "Emergency Procedures" and "Plumbing System" section of this Manual for more information.

23) Do I need to winterize my home?
    - If your unit includes an exterior hose bib (i.e. a balcony faucet), you will need to ensure it is winterized properly. Although exterior hose bibs are typically "frost free", hoses must be disconnected from hose bibs **prior** to freezing temperatures. If they are not, damages may include a broken faucet and/or plumbing line, which can lead to a water leak within your unit. Water may even flow to units below yours! Damages resulting from failure to winterize will not be covered under our warranty program.

UTILITY, TELEPHONE & CABLE SERVICE

24) Who do I contact about domestic hot water service?
    - FirstService Residential.

25) Who do I contact about natural gas service?
    - The cost of natural gas is included in your monthly strata fees. If you smell gas, please call the emergency line at 1 800-663-9911 (24hrs). This number should be recorded where it can be easily accessed in case of an emergency.

26) When should I set up my utility accounts?
    - Your electrical utility service account must be set up before your closing date. This is extremely important as your utilities will be discontinued if you do not transfer the applicable accounts into your name.

27) Who do I contact about my electrical service?
    - Your electrical service is provided by BC Hydro. You can activate an account by either calling BC Hydro customer accounts division at (604) 224-9376, or by filling out and forwarding the BC Hydro transfer form attached hereto as Appendix 22. If you have not had an account before, you will need to supply some personal information, including a reference from a friend or a family member.

28) Telephone & Internet Service/Cable Service
    - Telus requires lead time to book your phone and internet connections. As such, it is best to call before you take possession of your home. The phone number for connection is 1 (604) 310-2255.

YOUR NEIGHBOURHOOD

The City of Vancouver is a coastal, seaport city. Vancouver is bounded to the north by English Bay and the Burrard Inlet and to the south by the Fraser River. With its scenic views, mild climate, and friendly people, Vancouver is known around the world as one of the best places to live and is a popular tourist attraction. Vancouver is also one of the most ethnically and linguistically diverse cities in Canada, with 52% of the population speaking a first language other than English. Vancouver has been host to many international conferences and events, including the 2010 Winter Olympics and 2010 Winter Paralympics (www.vancouver.ca).

HOSPITALS

St. Paul's Hospital
1081 Burrard St.
Vancouver, BC
(604) 682-2344

Vancouver General Hospital
855 West 12th Ave.
Vancouver, BC
(604) 875-4111

Vancouver Hospital & Health Sciences Centre
899 West 12th Ave.
Vancouver, BC
(604) 822-7121

CITY SERVICES

AquaBus
(604) 689-5858

BC Ferries
1-888-769-3766

BC Transit
(604) 953-3333

Central Library
350 West Georgia St.
Vancouver, BC
(604) 331-3603

Emergency Services for Water, Sewer & Roads
(604) 873-7011
(24 hours a day/7 days a week)

Maclure's Cabs
(604) 683-6666

Vancouver City Hall
453 West 12th Ave.
Vancouver, BC

Vancouver Public Library
1455 West 10th Ave.
Vancouver, BC
(604) 665-3970

RECREATION

BC Wake Boats Ltd.
1625A Foreshore Walk
Grandville Island
(604) 200-0110

Bites-On Salmon Charters
450 Denman St.
Vancouver, BC
(604) 688-2483

Cypress Mountain
Cypress Mountain
West Vancouver, BC
(604) 926-5612

False Creek Community Centre
1318 Cartwright St.
Vancouver, BC
(604) 257-8195

Grouse Mountain
6400 Nancy Greene Way
North Vancouver, BC
(604) 984-0661

Robert Lee YMCA
955 Burrard St.
Vancouver, BC
(604) 689-6922

Roundhouse Community Arts & Recreation Centre
181 Roundhouse Mews
Vancouver, BC
(604) 713-1800

University Golf Club
5185 University Blvd.
Vancouver, BC
(604) 224-1818

Vancouver Aquatic Centre
1050 Beach Ave.
Vancouver, BC
(604) 665-3424

West End Community Centre
870 Denman St.
Vancouver, BC
(604) 257-8333

CULTURE & ENTERTAINMENT

Bard on the Beach
Kits Point, Whyte Ave.
Vancouver, BC
(604) 739-0559

BC Place Stadium
777 Pacific Blvd.
Vancouver, BC
(604) 669-2300

BC Sports Hall of Fame & Museum
Gate "A", BC Place Stadium
Vancouver, BC
(604) 687-5520

Canada Place
504-999 Canada Place
Vancouver, BC
(604) 775-7200

Dr. Sun Yat-Sen Classical Chinese Garden
578 Carrall St.
Vancouver, BC
(604) 662-3207

Granville Island Cultural Society
1398 Cartwright St.
Vancouver, BC
(604) 687-3005

H.R. MacMillan Space Centre
1100 Chestnut St.
Vancouver, BC
(604) 738-7827

Museum of Vancouver
1100 Chestnut St.
Vancouver, BC
(604) 736-4431

Orpheum
884 Grandville St.
Vancouver, BC
(604) 665-3050

Plaza of Nations
750 Pacific Blvd.
Vancouver, BC
(604) 683-5593

PNE
2901 E Hastings St.
Vancouver, BC
(604) 253-2311

Rogers Arena
800 Griffiths Way
Vancouver, BC
(604) 899-7400

Science World
1455 Quebec St.
Vancouver, BC
(604) 443-7443

The Clutch
1895 Venables St.
Vancouver, BC
(604) 251-1363

Theatre Under the Stars
610 Pipeline Road
Vancouver, BC
(604) 734-1917

Vancouver Aquarium
845 Avison Way
Vancouver, BC
(604) 659-3474

Vancouver Art Gallery
750 Hornby St.
Vancouver, BC
(604) 662-4700

Vancouver Symphony Orchestra
301 Smithe St.
Vancouver, BC
(604) 684-9100

PARKS

Creekside Park
Gateway to Science World
Vancouver, BC

David Lam Park
1300 Pacific Blvd.
Vancouver, BC

Emery Barnes Park (Dog Park)
Seymour St.
Vancouver, BC

George Wainborn Park
Beach Crescent
Vancouver, BC

Nelson Park
Nelson St.
Vancouver, BC

Queen Elizabeth Park
4600 Cambie Street
Vancouver, BC

Stanley Park
Stanley Park Drive
Vancouver, BC

SHOPPING

Grandville Island Market
1689 Johnston St.
Vancouver, BC

London Drugs
525 West Broadway Street
2308 Cambie St.
Vancouver, BC
(604) 322-6540

Pacific Centre Mall
701 W Georgia St.
Vancouver, BC
(604) 688-7235

Save on Foods
2308 Cambie Street
Vancouver, BC
(604) 876-7005

Starbucks
605 Davie St.
Vancouver, BC
(604) 622-5558

Urban Fare
1688 Salt Street
Vancouver, BC

NEIGHBOURHOOD MAP

AT THE CENTRE OF EVERYTHING

ENTERTAINMENT
1 ARTS CLUB THEATRE CO.
2 OPUS BAR
3 SIP LOUNGE
4 SCOTIABANK THEATRE
5 VOGUE THEATRE
6 ORPHEUM
7 COMMODORE BALLROOM
8 ROGERS ARENA
9 EDGEWATER CASINO

ESSENTIALS
10 YALE PHARMACY
11 SHOPPERS DRUG MART
12 CHOICES MARKET
13 YALETOWN DRY CLEANERS
14 XA HEALTH FOOD
15 URBAN FARE
16 NESTERS MARKET
17 MARKETPLACE IGA
18 COSTCO

DINING
19 C RESTAURANT
20 MARMALADE KITCHEN & BAR
21 NU RESTAURANT
22 A KETTLE OF FISH
23 IL GIARDINO
24 LA BODEGA
25 BIN 941
26 KI'ISU SUSHI
27 RODNEY'S OYSTER BAR

CAFÉS
28 TARTINE BAKERY & CAFÉ
29 DOUX CAFÉ
30 STARBUCKS
31 NUBA CAFÉ
32 THE ELBOW ROOM CAFÉ
33 JJ BEAN
34 ARGO CAFÉ
35 BLENZ COFFEE
36 CACTUS CLUB CAFÉ

ARTS AND CULTURE
37 BOOK WAREHOUSE
38 SCOTIABANK DANCE CENTRE
39 ROUNDHOUSE
40 DESIGNHOUSE
41 CAG (CONTEMPORARY ART GALLERY)
42 VANCOUVER SYMPHONY ORCHESTRA
43 VANCOUVER PLAYHOUSE

HEALTH + BEAUTY
44 OPUS SALON
45 SPRUCE BODY LAB
46 WEST COAST HOT YOGA
47 BASQUIAT
48 VASANJI
49 FINE FINDS

PARKS + RECREATION
50 BICYCLE SPORTS PACIFIC
51 GRANVILLE ISLAND
52 FALSE CREEK YACHT CLUB
53 GEORGE WAINBORN PARK
54 SEAWALL
55 DAVID LAM PARK
56 EMERY BARNES PARK
57 QUAYSIDE MARINA

PLACE

COMMUNITY EVENTS

Vancouver International Film Festival
1181 Seymour St
September – October
(604) 683-3456
www.viff.org

Granville Island Farmers' Market
Public market in Triangle Square
June – October
(604) 666-6477
www.granvilleisland.com

Vancouver Writers Fest
Granville Island
End of October, Annually
(604) 681-8400
www.writersfest.bc.ca

Caribbean Days Festival
Waterfront Park
Last week of July, Annually
(604) 515-2400
www.caribbeandays.ca

Celebration of Lights
English Bay
End of July – August, Annually
www.hondacelebrationoflight.com

Vancouver Pride Parade
Davie Street
August, Annually
www.vancouverpride.ca

Kitsilano Farmers' Market
Kitsilano Community Centre Parking Lot
May – October, Annually
(604) 879-3276
www.eatlocal.org

H'Arts for the Homeless
The Imperial
October, Annually
(604) 255-0340
www.lookoutsociety.ca

Fright Nights at Playland
2901 E Hastings St
October, Annually
(604) 253-2311
www.frightnights.ca

Vancouver Sun Run
Georgia & Thurlow Street
April, Annually
(604) 689-9441
www.vancouversun.com/2014sunrun

WARRANTY PROVIDER

Travelers Guarantee Company of Canada
Tel: (604) 682-3095
Toll Free: 1-888-555-9431
650 West Georgia Street, Suite 2500
P.O. Box 11542
Vancouver, British Columbia V6B 4N7
www.travelersguarantee.com

Warranty Coverage for New Home Buyers

PROTECTING YOUR INVESTMENT IN A NEW HOME

Congratulations on your decision to purchase a new house, townhome or condominium. A new home is likely the largest investment of your lifetime. Therefore, we encourage you to carefully research all aspects and to seek professional advice when required. In order to receive the benefits of Home Warranty Coverage from Travelers Guarantee Company of Canada ("Travelers Guarantee"), consumers must purchase a new home built and sold by one of our approved Builders. Prior to signing a Contract of Purchase and Sale, it is also prudent to contact Travelers Guarantee to verify that the Builder is officially registered *and* that Home Warranty Coverage has been issued on your prospective new home.

HOMEOWNER PROTECTION ACT – STRONG PROTECTION FOR NEW HOME BUYERS

The *Homeowner Protection Act* & its *Regulations* ("Act") became effective July 1, 1999. Prior to the issuance of a building permit, the Act requires all residential builders to be licensed by the Homeowner Protection Office (HPO) and to provide the "2/5/10" warranty from an approved third party warranty provider. For further information, please contact HPO at: (604) 646-7050 or visit their website at www.hpo.bc.ca/.

WHAT IS A "2/5/10" WARRANTY?

The *Act* outlines specific details about the mandatory warranty commonly referred to as a "2/5/10" warranty. It is the most comprehensive third party warranty in North America, and even the world. By law, builders must provide a third party warranty covering:

- 2 Year Materials & Labour Warranty;
- First 12 months – coverage for any defect in materials and labor;
- First 15 months – coverage for any defects in materials and labour in the common property of a multi-unit building; and
- First 24 months – coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home.

Our approved Builders are responsible for having their new home buyers sign and date a Warranty Commencement Date Certificate at the time of either the title transfer or the actual occupancy of the home (whichever is earlier). Upon receipt of this completed certificate from the Builder, Travelers Guarantee issues the owner a Home Warranty Coverage Certificate. Be sure to read this document carefully and keep it in a safe place. It explains warranty coverage and the process for reporting defects in your home or common property. Upon review, if you have questions or require clarification, please contact Travelers Guarantee.

WE'RE HERE TO STAY

In 2007, our parent company The St. Paul Travelers Companies Inc., underwent a name change to The Travelers Companies Inc. This entity was the result of a merger between The St. Paul Companies Inc. and Travelers Property Casualty in April 2004. They provide commercial property-liability insurance and non-life reinsurance worldwide, and asset management through its subsidiary The John Nuveen Company. They have offices and subsidiaries throughout the United States, Canada, Australia, Mexico, and the United Kingdom. The Travelers Companies Inc. is a world leader in surety bonding and one of the largest providers of construction insurance in the United States.

We were the first warranty provider to enter the home warranty market in British Columbia following the introduction of the legislation under the *Act*. We have firmly established a reputation for employing highly experienced staff, implementing strong underwriting guidelines, and for delivering exceptional customer service.

Travelers Guarantee Company of Canada is fully committed to the home warranty business for the long term.

For more information, visit our website at www.travelerscanada.ca.

Please see Appendix 01 for a sample copy of the Travelers Warranty

WARRANTY DESCRIPTION

The Developer constructed your home with carefully selected materials and the effort of experienced craftsmen. Although this group works from detailed plans and specifications, no two homes are built exactly alike. Each home is unique; in fact, a home is one of the last hand-build products in the world.

Each home requires care administered by the homeowner from the very first day. Regular maintenance is essential to maintaining a quality home for a lifetime. Neglecting routine maintenance will not only erode home value, it can also affect the overall desirability of the community. Most importantly, it can **void** warranty coverage on all or part of your home!

The Developer is a licensed builder registered with the Homeowner Protection Office. The Developer's warranty is backed by third party insurance, per the BC Homeowner Protection Act. The third party insurance provider for Maddox is Travelers Guarantee Company of Canada ("Travelers").

The Developer, in conjunction with Travelers, has arranged for one of the most comprehensive warranties in the industry. The following table describes the timelines and lengths of the "2/5/10" coverage:

WARRANTY LENGTH	COVERAGE DESCRIPTION ***PLEASE CONSULT THE TRAVELERS HOME WARRANTY POLICY FOR MORE DETAILS***
12 MONTHS	Coverage for any defect in materials and/or labor.
15 MONTHS	Coverage for any defects in materials and labour in the common property of a multi-unit building.
24 MONTHS	Coverage for any defect in materials and labor supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labor supplied for the exterior cladding, caulking, windows, and doors that may lead to detachment or material damage to the dwelling unit.
5 YEARS	Building Envelope Warranty.
10 YEARS	Structural Defects Warranty.

Common property is considered all the areas outside of your home bounded by your strata lot. Should a dispute arise between the homeowner and the Developer regarding a warrantable construction item, both this Manual and the Traveler's home warranty will serve as the standard to settle such disputes

DEFICIENCY & WARRANTY REPAIRS

There will only be **one** initial orientation per suite. A subsequent purchaser will **not** have an opportunity to conduct a second walkthrough with the Developer.

All warranties are linked to the initial sale closing date. The closing date between the Developer and the purchaser is the **"initial sale closing date". ** Subsequent purchaser(s) will only benefit from unexpired portions of the warranties. For example, a subsequent purchaser's 12 Month Warranty will expire 364 days after the initial sale closing date.

Please refer to the "12 Month Corrective Period", the "24 Month Corrective Period" and the "Corrective Period Rules & Regulations" for warranty information.

INITIAL ORIENTATION

The New Home Consultant Department will contact the purchaser to set up an initial orientation appointment to view the purchaser's new home. The target appointment date is approximately 1-8 weeks prior to the initial sale closing date. During the inspection, a New Home Consultant will:

- Introduce the purchaser to the various components of his/her new home (for example, water and gas shut off locations etc.); and
- Make a deficiency list of any outstanding construction deficiencies.

The Developer will endeavour to complete outstanding deficiencies within a reasonable period following the initial sale closing date. If the Developer cannot reach the homeowner to obtain sign offs, the owner's file will be closed and the deficiencies deemed completed.

The New Home Consultant may record a number of items on the Initial Orientation form; that stated, the Developer will only correct items that are regarded as deficiencies per the Homeowner Protection Act (Residential Construction Performance Guide), regardless of what the New Home Consultant may promise.

12 MONTH CORRECTIVE PERIOD

364 days after the initial sale closing date, the homeowner has a second opportunity to report warrantable defects. This is the best time to report items such as cracked drywall and other cosmetic deficiencies due to shrinking and settling. For more information, please refer to both the "Corrective Period Rules & Regulations" and the "Protecting Your Investment" sections of this Manual.

To report warrantable deficiencies, please complete and forward the "Service Request Form" found at the end of this Manual. Warrantable service request will be entered into our database and dealt with in a timely manner (following the expiry of the 12 Month Corrective Period).

CORRECTIVE PERIOD RULES & REGULATIONS

1) The Developer will not remind owners (or their tenant/property managers' etc.) that their warranty expiry dates are approaching. It is the homeowner's responsibility to report any warrantable deficiencies prior to their warranty deadlines via procedures noted in this Manual. The 12 month warranty expires 364 days after your initial sale closing date. The 24 month warranty expires 728 days after your initial sale closing date.

2) The Developer will not recognize a request for service that is communicated to our on-site personnel.

3) Homeowners must report emergency and/or non-emergency service requests in writing. Homeowners must record all warrantable requests on the "Service Request Form" found either at the end of this Manual or on our website (www.cressey.com). The homeowner must then e-mail, mail or fax the form to the Developer using the e-mail/address/fax information noted on the form. If the homeowner mails the "Service Request Form", he/she must do so by registered mail. Forms will not be deemed received (email or otherwise) until the Developer sends the homeowner a confirmation email. We will not accept either emergency or non-emergency service requests that contravene this procedure.

4) We encourage homeowners to submit written warranty request forms 30 days prior to their applicable warranty expiry date. At the very latest the Developer must receive the "Service Request Form" the day before the applicable warranty period expires. If a warranty request is not received on or before the applicable deadline, then that warranty will be deemed expired. The Developer will begin inspecting non-emergency "12 Month Corrective Period" warrantable items and "24 Month Corrective Period" warrantable requests after the applicable warranty period has expired.

5) The Developer will contact the owner using the contact information listed on the "Service Request Form". If the Developer cannot contact with the homeowner within a 30 day period, the warranty work will be considered complete and the file will be closed.

6) Maddox New Home Consultants will schedule warranty appointments during regular business hours - 7:00 AM - 2:00 PM, Monday through Friday (statutory holidays excluded).

7) The homeowner must be present when the Developer responds to either emergency or non-emergency warrantable claims. Please ensure you schedule your service appointments so that you can remain at home until the repairs are completed.

8) The Developer's first warranty appointment will be to inspect items recorded on the "Service Request Form". Our technician will determine whether or not a listed item qualifies as a warrantable deficiency. If there are warrantable defects in the home, the Developer will schedule a second or subsequent appointment(s) to repair the deficiencies.

9) The Developer, in its sole discretion, will determine whether or not a service request item is warrantable; only warrantable deficiencies will be corrected. The Developer will refer to the "Residential Construction Performance Guide" (published by the Homeowner Protection Office – a Branch of BC Housing) when determining whether or not an item is a warrantable defect.

10) The Developer will determine whether or not a call is an emergency. Emergencies may include:

    - Plumbing and/or gas leaks; or
    - A total loss of heat, electricity or water.

    Before requesting emergency service, please refer to the "Troubleshooting Tips" section of this Manual.

11) The Developer will invoice an owner $60 per hour if a technician is asked to inspect damages that were caused by the owner's negligence or lack of maintenance.

12) If the Developer is asked to repair a plumbing clog that has been caused by the homeowner, the Developer will bill the homeowner for the cost of the repair.

13) Maintenance duties as sink plug cleanings and burnt out light bulbs will not be attended to, as this maintenance is normal wear and tear and the responsibility of the homeowner.

14) Damages resulting from either inadequate or excessive suite heat and/or humidity will not be remedied. For example, engineered hardwood floor damage resulting from either inadequate or excessive suite heat and/or humidity will not be remedied under warranty. According to your flooring warranty, your suite temperature must be kept between 65-75°F (18-24°C) and your suite humidity levels must be between of 35-55% **at all times**. Problems resulting from flooring exposure to heat and/or humidity levels outside of the above noted ranges will not be covered by warranty. For more information, please refer to Appendix 15.

15) Damages resulting from condensation and/or poor ventilation will not be remedied. Please review the "Avoiding Condensation Problems" literature attached hereto as Appendix 10.

16) Tampering with the automatic bathroom fan **will void** your entire home warranty.

17) Tampering with your booster fan switch (if installed), by either setting it to the "off" position or otherwise disengaging it, **will void** your entire home warranty.

18) The Developer is not responsible for appliance repairs after the initial sale closing date. To facilitate an appliance repair, the owner must contact the appliance service company directly. Please refer to the "Appliances" or "Emergency Contacts" sections of this Manual for appliance service phone number(s). For product specific warranty/maintenance information, please refer to Appendix 02.

    Please note: appliance companies may request the model or serial number of the appliance before booking a service call

19) The Developer will only repair some warrantable items once during the term of the warranty (please refer to the "Protecting Your Investment" section of this Manual for details regarding warranty policies/guidelines). For example, the Developer will come once, within the applicable warranty period, to remedy reported warrantable cracks in either the drywall or the ceiling. The homeowner will be responsible for remedying subsequent cracks, at the homeowner's cost.

20) Maddox New Home Consultants will sign off on either a construction or warrantable deficiency if, in the New Home Consultant Department's opinion, the applicable deficiency has been remedied to industry standards. The purchaser's signature will not be required. Industry standards are outlined in the "Residential Construction Performance Guide" published by the Homeowner Protection Office (a branch of B.C. Housing). To view a copy of the guide, please visit www.hpo.bc.ca/.

21) The Developer is not responsible for third party damage(s).

24 MONTH CORRECTIVE PERIOD

This is the final corrective period in the "2/5/10" warranty. During this period, the homeowner is entitled to report defects in the electrical, plumbing, heating, and ventilation. In addition, the owner is also entitled to report defects in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or damage to the home. To facilitate repairs, please complete and forward the "Service Request Form" found at the end of this Manual; then e-mail, mail or fax this form to the Developer using the e-mail/address/fax information indicated on the form. If the homeowner mails the "Service Request Form", he/she must do so by registered mail. The Developer will use its best efforts to complete warranty repairs within a reasonable period of time, following the expiry of the "24 Month Corrective Period".

Please refer to the "Corrective Period Rules & Regulations" recorded under the "12 Month Corrective Period". Where applicable, they also apply to the "24 Month Corrective Period". For example, if the homeowner does not deliver his/her written request to the Developer on or before the day the applicable warranty period expires, then that warranty will be deemed expired.

The Developer, in its sole discretion, will determine which "Corrective Period Rules & Regulations" apply to the "24 Month Corrective Period".

WARRANTY REPORTING AFTER THE 24 MONTH CORRECTIVE PERIOD

After the "24 Month corrective Period", the warranty covering materials and labour is complete. Please refer to the "Travelers Warranty" (Appendix 01) for a description of the remaining warranties.

COMMON PROPERTY & LIMITED COMMON PROPERTY

Service and warranty on all issues relating to areas outside of your home will be dealt with through the Property Manager. Please report any defects you notice to your property management company.

PROPERTY INSURANCE

Please contact a private insurance company directly to determine the type of insurance policy you require at closing. It is the responsibility of the owner to ensure proper insurance is purchased.

CONDENSATION/ VENTILATION

When warm, moist air comes into contact with cooler surface, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moister on glass windows and doors. This condensation comes from high humidity within the home, combined with low outside temperatures and inadequate ventilation.

Normal activities cause condensation. As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, clothes washing, clothes drying, bathing, showering, aquariums, plants (etc.) all add water to the air in your home. Your daily routine can minimize the amount of moisture in your home, thereby reducing condensation on interior surfaces.

TO REDUCE IN-SUITE MOISTURE, PLEASE:

- Do not cover or interfere, in any way, with the fresh air supply to your suite;
- Keep the dryer exhaust hose clean and securely connected;
- Keep the dryer lint trap clean (inspect after each use);
- Where applicable, keep the dryer booster fan lint trap clean (inspect after each use);
- Keep the laundry closet doors open when the washer/dryer are in use;
- Do not allow wet clothes to dry indoors. Dry your clothes in the provided dryer;
- Run the hood fan when you are cooking;
- Do not use your gas stove to heat your home;
- When cooking, put a lid on boiling water;
- Run your bathroom fan(s) when taking a shower or bath. Continue running the fan(s) for approximately 1 hour following your shower or bath. Failure to follow this instruction **will void** your entire home warranty;
- Do not tamper with the main bathroom fan timer. It is wired to run 8 hours each day, between the hours of 8 AM – 12 PM, and 4 PM – 8 PM. Tampering with same **will void** your entire home warranty:
- Where applicable, do not tamper with your booster fan;
- If you notice condensation forming on your windows and mirrors, increase ventilation by opening a window slightly. This will allow humidity to escape;
- Open blinds and drapes so air can circulate freely over windows;
- Do not allow furniture/bookcases to touch outside walls – this will improve air circulation around the cooler outside walls;
- Set your suite temperature between 18 - 24°C; and
- Use a de-humidifier in the cooler months, when the surface temperature of the building components (walls, windows) is close to the dew point.

If you observe condensation, ensure your home is heated 24 hours per day/7 days a week (see above). Next, confirm you are adequately ventilating your home.

If the Developer's technician notices your clothes are air-drying on racks and/or you are using the stove as a heat source, your warranty will be cancelled forthwith.

Examples of condensation damage include:

- Mold growing on window frames, drywall and other surfaces (very unhealthy!);
- Cords on the window blinds swelling, making the blinds hard to operate and likely to break; and
- Water filling the bottom window track and damaging the drywall and wood sill beside it.

If your windows are fogged up or wet on the inside, you are damaging your home. You will be held accountable for the damages. If applicable, remove standing water from your window sill(s) and ensure it does not travel to adjacent drywall/baseboards. Take steps to ensure condensation does not re-occur.

For more information, please review the "Avoiding Condensation Problems" literature attached hereto as Appendix 10.

WARRANTY GUIDELINES

Condensation usually results from weather conditions and a family's lifestyle. **Damage caused by condensation is not covered by a home warranty.** If the homeowner fails to follow the recommendations noted above, he/she will cause damage to the home – for which the homeowner will be held accountable. Further, in several instances, failure to comply with the recommended daily living habits will render the Developer's entire warranty null and void.

Condensation on window sill

Condensation droplets on window

Condensation leads to mold on drywall

TROUBLESHOOTING TIPS: ELECTRICAL

NO ELECTRICAL SERVICE ANYWHERE IN THE HOME

Before calling for service, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company; and
- Main breaker and individual breakers are all in the "on" position.

NO ELECTRICAL TO ONE OR MORE OUTLETS

Before calling for service, check to confirm that the:

- Main breaker and individual breakers are all in the on position;
- Applicable wall switch is on;
- GFCI is set;
- Item you want to use is plugged in;
- Item you want to use works in other outlets; and
- Bulb in the lamp is good.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

HOW TO SHUT OFF THE ELECTRICAL IN YOUR HOME - VIDEO

ELECTRICAL SYSTEM

HOMEOWNER USE & MAINTENANCE GUIDELINES

Know the location of the main electrical breaker panel. The panel includes:

- A main shut-off that controls all the electrical power to the home;
- Individual breakers that control the separate circuits; and
- A labelled table stating the purpose of each breaker.

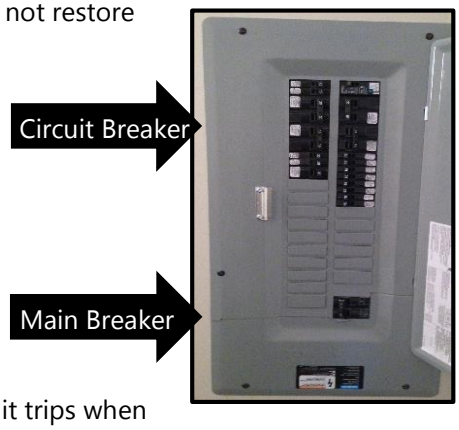
Should an electrical failure occur in your home, always check the breakers in the main electrical breaker panel.

MAIN ELECTRICAL BREAKER PANEL

The main electrical breaker panel provides a shutoff breaker for all the electricity in your home. The main electrical breaker panel is usually located in a bedroom or storage closet; please take the time to note its location.

CIRCUIT BREAKERS

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker has been tripped, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.



BREAKERS TRIPPING

Breakers can trip as a result of the following:

- Too many appliances plugged into the circuit;
- A worn cord;
- A defective appliance; and/or
- The starting of an electric motor.

If a circuit trips repeatedly, unplug all items connected to it and reset the breaker. If it trips when nothing is connected to it, you need to call an electrician.

BUZZING

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing noise. Loud buzzing may mean the transformer needs to be replaced.

CONTROL4 (WHERE APPLICABLE)

For warranty and care information, please refer to Appendix 14.

FIXTURE LOCATION

We install light fixtures in the locations indicated on the plans. **Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.**

GFCI (GROUND-FAULT CIRCUIT-INTERRUPTERS)

The GFCI is a circuit breaker. GFCI receptacles have a built-in element that sense fluctuations in power. Building codes require installation of these receptacles in bathrooms and kitchens, where an individual can come into contact with water while holding an electric appliance or tool. One GFCI breaker can control up to three or four outlets. Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance; you will need to investigate the problem. Do not plug heavy appliances into a GFCI receptacle, as they will trip the GFCI breaker.

CAUTION: if you plug a refrigerator or food freezer into a GFCI-controlled outlet, the GFCI breaker will trip. The food stored in your fridge/freezer will be ruined. Our warranty coverage does not cover such damage.

GROUNDED SYSTEM

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

FLOOR HEATING – NUHEAT (WHERE APPLICABLE)

For warranty and care information, please refer to Appendix 13.

LIGHT BULBS

You are responsible for replacing burned-out bulbs, other than those noted during your initial orientation. When you replace bulbs, avoid exceeding the wattage indicated inside the fixture as this may cause a safety hazard and void the warranty on the fixture.

MODIFICATIONS

If you wish to make any modifications, contact a qualified electrician. The strata corporation will have a complete list of contacts - you may also reference the electrical sub-trade noted in the "Trade Contact Information" section of this Manual. Having another electrician modify your electrical system during the warranty period will void that portion of your warranty.

OUTLETS

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If you cannot determine the cause of the failure, contact either the Developer (if the problem occurs within your warranty period), or a qualified electrician (if the problem occurs after the warranty has expired). The homeowner is responsible for the cost of all non-warrantable repairs.

SMOKE DETECTORS

Each home is equipped with smoke detectors. Smoke detectors are installed in accordance with building codes, which dictate locations. The Developer cannot omit any smoke detectors, and you should not remove or disable same. The number of detectors per home depends upon the size of the home.

Testing your smoke detector is very important. The homeowner should:

- Test the smoke detector once a month;
- Hold the test button on the detector for 10 seconds to ensure that the device beeps or rings loudly;
- Avoid lighting candles under the detector to see if the alarm goes off. Repeated use of smoke to activate an alarm can cause detectors to fail when a real fire occurs;
- If applicable, change the batteries at least twice a year – at the start and end of daylight savings time is a good rule of thumb (also, if your smoke detector starts chirping or beeping, it's time to change the batteries); and
- Clean the smoke detector twice a year with a vacuum.

Please remember, if your alarm goes off, you have only seconds to respond. Your best response is to leave your home immediately and call 911 from a phone outside your home. For more information, please refer to Appendix 13.

INITIAL ORIENTATION & WARRANTY GUIDELINES

During the initial orientation, we confirm that light fixtures, thermostats, outlets and the Nuheat system (if applicable) are functioning as intended. The warranty excludes any fixture you supplied. We also point out the location of the main electrical breaker panel.

Please refer to the "Warranty Provider" and "Warranty Description" sections of this Manual for warranty terms. During the warranty, the Developer will repair any:

- Electrical wiring that fails to carry its specified design load (with the exception of alarm pre-wiring); and
- Electrical outlet, switch, or fixture that does not function as intended.

This warranty does not cover:

- Food spoilage resulting from plugging refrigerators or freezers into a GFCI outlet;
- Damages resulting from power surges beyond the Developer's control. Power surges can cause burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers; and
- Damage resulting from lighting strikes.

For additional warranty and care information, please refer to Appendix 13.

ELECTRICAL SPECIFICATIONS

Your home is equipped with a fire alarm strobe light or a fire alarm speaker that is maintained by the strata. These lights/speakers are connected to the main fire alarm system and should never be obstructed or tampered with.

The Developer reserves the right to make changes to the electrical specifications. Any substitution of method or product shall be of equal or better quality than the original specification.

We used our best efforts to ensure the "Electrical Specifications" section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of same.

ITEM	LOCATION	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	COLOR
THERMOSTAT	Where Specified	Olympic Controls Inc.	National Hydronics	National Hydronics	TDAPHP-AH12-B	White
HEATED FLOORS	Where Applicable	Nu-Heat	Allwest	Allwest	F1209	n/a
KIDDE SMOKE & CARBON MONOXIDE DETECTOR	Where Specified	Kidde	Allwest	Allwest	900-0133	White
FIRE ALARM SPEAKERS	Where Specified	Chubb Edwards	Allwest	Allwest	GC-S7	White
CONTROL 4 SYSTEM	Where Applicable	Control 4	Allwest	Allwest	C4-HC250-BL	n/a
CONTROL 4 REMOTE	Where Applicable	Control 4	Allwest	Allwest	C4-SR250B-Z-B	n/a
CONTROL 4 WIRELESS SWITCH	Where Applicable	Control 4	Allwest	Allwest	C4-SW2-Z-WH	n/a
CONTROL 4 3 BUTTON SWITCH	Where Applicable	Control 4	Allwest	Allwest	C4-KP3-Z-WH	n/a

TROUBLESHOOTING TIPS: PLUMBING

NO WATER ANYWHERE IN THE HOME

Before calling for service, check to confirm that the:

- Main shut off in your home is open;
- Main shut off to the building is open; and
- Individual shut-offs for each plumbing item are open.

LEAK INVOLVING A SINK OR TUB

Turn water supply off to that item.

- Confirm the shower door/tub enclosure was properly closed and bath mats are used (refer to the "Protecting Your Investment – Shower Enclosure" section of this Manual for more information); and
- Use other facilities in your home; report problem on next business day.

BACK UP AT ONE TOILET

If only one toilet is affected, corrections can be carried out during normal business hours.

- Shut off the water supply to the toilet involved;
- Use a plunger to clear the blockage; and
- If you have been in your home fewer than 30 days, contact Maddox New Home Consultants; if not, contact a qualified repair service. You will be responsible for the cost.

PLUMBING SYSTEM

HOMEOWNER USE & MAINTENACE GUIDELINES

Your plumbing system contains many parts. To ensure years of service:

- Properly clean components; and
- Service components when required.

AERATORS

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators are located at the tip of the faucet - they strain foreign material from your water. Minerals caught in aerators may cause the faucets to drip as washers wear more rapidly when they come in contact with foreign matter. As part of normal maintenance, you will occasionally need to clean your aerator.

Aerators are the mesh like screen.

BATHROOM FAN TIMER

Your main bathroom fan is controlled by an Intermatic time switch; for more information please refer to Appendix 18. For warrantable repairs, please contact either the Developer (604) 895-0428 or National Hydronics (604) 591-6106.

As required by the British Columbia Building Code (BCBC), your main bathroom fan must run a minimum of 8 hours per day. This requirement can be increased, but it will never be decreased. To comply with this requirement, your main bathroom fan has been set to run between 8 AM – 12 PM and 4 PM – 8 PM daily. Please be aware that tampering with the fan timer operation (and not meeting the minimum requirements) will void your warranty.

HEAT PUMP & FAN COIL

Owners should service their heat pump/fan coil unit every six months. Filters should be changed every two months. The owner is responsible for costs associated with servicing.

The "Plumbing Specifications" section of this Manual delineates the type of filter required per unit. Appendix 18 of this Manual provides additional information, including heat pump/fan coil care and maintenance. If you require additional information, or have questions concerning filter changes, please call either the Developer or your Property Manager.

Programmable Wall Switch

HEAT PUMP & FAN COIL PROGRAMMABLE WALL SWITCH

A PSG Medallion thermostat has been installed in your home; the operating manual has been included in Appendix 18. If you have additional questions concerning your thermostat, please contact PSG Controls Inc. directly at either 1 800-523-2558 or visit www.psgcontrolsl.com.

CLEANING

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleaners; they remove the shiny finish. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers) and then dry with a cloth to prevent water spots. To clean a drain stopper (usually found in bathroom sinks), loosen the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper. Clean and return the mechanism to its original position.

CLOGS

Plumbing clogs can be caused when foreign materials (such as: diapers, excessive amounts of toilet paper, sanitary napkins, dental floss, and children's toys) are inserted into plumbing lines. Improper garbage disposal use can also cause plumbing clogs. Always use plenty of cold water when running the disposal/insinkerator. Allow the water to run 10 - 15 seconds after shutting off the disposal/insinkerator.
Try clearing a clog with the following:

- A plumber's helper (plunger); and/or
- Chemical agent (follow directions carefully to avoid personal injury or damage to fixture).

DISPOSAL

For warranty and care information please refer to Appendix 18.

DRIPPING FAUCET

You can usually repair a dripping faucet by:

- Shutting off the water at the valve directly under the sink;
- Removing the faucet stem;
- Changing the washer; and
- Reinstalling the faucet stem.

The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by not turning faucets off with excessive force. Please note that some manufacturers do not use rubber washers.

EXTENDED ABSENCE – WATER SHUT OFF

If you plan to be away for an extended period of time, you should shut off the main water supply to your home. The main shutoff is located behind the shutoff panel – this will be pointed out to you during your initial orientation. **Do not shut off the heating valve.** For more information, please review the "Water Shut-Off" section below.

EXTENDED ABSENCE – P TRAP

A P-trap is the curvey bit of pipe under your sink/tub/shower/toilet. The traps retain a small amount of water after a fixture is used; the water forms a seal that prevents sewer gas from passing from the drain pipes back into your home. Over time, water in the P-trap can evaporate, breaking the seal and allowing fumes into your home. If you plan to be away for an extended period of time, please appoint someone to enter your home and periodically turn on your water fixtures.

FREEZING PIPES

Provided the home is heated at a normal level (above 18°C), pipes should not freeze.

LEAKS

If a major plumbing leak occurs:

- First turn off the supply of water to the area involved. **This may mean shutting off water to the entire home;**
- Then contact the strata corporation or your Property Manager.

PORCELAIN

You can damage porcelain enamel by scratching or hitting it. Do not stand in the bathtub wearing shoes unless you have placed a protective layer over the bottom of the tub. If you splatter paint onto the porcelain enamel or surfaces during redecoration, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

SHOWER DIVERTER

The shower must be turned off using the shower handle – not the diverter.

STAINLESS STEEL

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or gain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface; prolonged contact can stain the finish. Also, avoid using the sink as a cutting board - sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

TEMPERATURE

Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

TOILET – LOW FLUSH

Low flush toilets may clog more easily; it is recommended that you do not dispose of large amounts of paper or any feminine products in the toilet.

TOILET – TANK CARE

Sharp or heavy objects can chip or crack a toilet. Abnormal pressure against the sides of the tank can also damage the toilet. It is possible to crack the tank at the points where it is attached to the bowl.

TOILET – RUNNING

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down unit it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

WASTE MATERIALS

Waste materials (grease, fat and petroleum products) should never be disposed of via the plumbing system (sinks, insinkerators, toilet, and shower/bath). These materials will build-up in the piping and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems.

WATER SHUT-OFF

The water supply to your home can be shut-off entirely at your main shutoff valve. The main water shut-off handles will be shown to you in your initial orientation; they are generally located in a closet covered by access panels and are usually labeled hot or cold.

Each toilet has a shut-off on the water lines below the tank. Each sink has a hot and cold shut-off on the water lines under the sink.

HOW TO SHUT OFF THE MAIN WATER SUPPLY TO YOUR HOME - VIDEO

Figure 1 - An example of a water shut-off handle in the **OFF** position.
Figure 2 - An example of a water shut-off handle in the **ON** position.
Figure 3 - An example of a water shut-off knob for toilets and sinks.

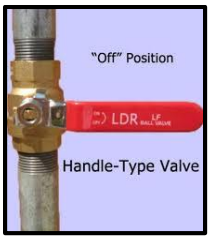


Figure 1

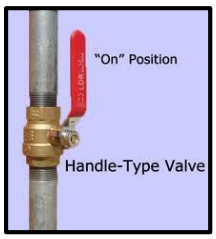


Figure 2

Figure 3

WATER FLOW RESTRICTIONS

Water flow restrictors are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this many cause.

WINERIZING INSTRUCTIONS

If your unit includes an exterior hose bib (i.e. a balcony faucet), you will need to ensure it is winterized properly. Although exterior hose bibs are typically "frost free", hoses must be disconnected from hose bibs **prior** to freezing temperatures. If they are not, damages may include a broken faucet and/or plumbing line; this can lead to a water leak within your unit. Water may also flow to units below yours! **Damages resulting from failure to winterize will not be covered under our warranty program.**

INITIAL ORIENTATION & WARRANTY GUIDELINES

During the initial orientation, we will confirm the fan timer, heat pump/fan coil, thermostat, plumbing fixtures, disposal and diverter(s) are in acceptable condition and functioning as intended. We confirm that drains are operating freely. We also point out the location of the main water shut-off, as well as individual water shut-offs.
Please refer to the "Warranty Provider" and "Warranty Description" sections of this Manual for warranty terms.
During the warranty, the Developer will repair:

- Clogged drains that occur within 30 days of the initial sale closing date
  If we are called to a suite to repair a clog that has been caused by the homeowner, we will bill the homeowner for the cost of removing the clog. This includes toilet, sink, and disposal clogs caused by the homeowner. After the first 30 days, the homeowner will be responsible for correcting clogged drains, at his/her cost.
- Leaks
  If a plumbing leak caused by a warrantable item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

This warranty does not cover:

- A shower diverter that has been damaged by a homeowner
- Cosmetic damage
  The Developer will correct fixture damage noted during the initial orientation. Repairing chips, scratches, or other surface damage noted subsequent to the initial orientation will not be repaired by the Developer.
- Noise
  Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair.

For additional warranty and care information, please refer to Appendix 18.

PLUMBING SPECIFICATIONS

The Developer reserves the right to make changes to the following specifications. Any substitution of method or product shall be of equal or better quality than the original specification.

We used our best efforts to ensure the "Plumbing Specifications" section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of the same.

ITEM	LOCATION	APPLICATION	MANUFACTURER	SUPPLIER/INSTALLER	SERIES/MODEL	COLOR
RESIDENTIAL TOILET	Bathrooms	Aquia II Close Coupled Toilet	ToTo	National Hydronics	CST416M	White
RESIDENTIAL TOILET SEAT	Bathrooms	Soft Close Seat	ToTo	National Hydronics	S-114	White
KITCHEN SINK	Kitchen	Under-Mount Sink	Acri-tec	National Hydronics	PC-U120	Brushed Satin
KITCHEN SINK	Platinum Collection Kitchen	Under-Mount Sink	Acri-tec	National Hydronics	PU-U090	Brushed Satin
GARBURATOR	Kitchen	Kitchen Sink	Waste King	National Hydronics	1001, ½ H.P.	n/a
GARBURATOR AIR SWITCH	Kitchen	Kitchen Counter	Waste King	National Hydronics	Controller–ARC-4200, Button-AS-4201-CH	Chrome
BATHROOM FAN	Where Applicable	Fan	Broan	National Hydronics	QTXE050C	n/a
BATHROOM FAN TIMER	Where Applicable	Fan Timer	Broan	National Hydronics	QTXE090C	n/a
BATHROOM SINK	Bathroom	Undercounter Sink	Kohler	National Hydronics	K-2882	White
RESIDENTIAL BATHTUB	Bathrooms	Wood Front Tub	Acri-tec	National Hydronics	Simplicity II	n/a
RESIDENTIAL BATHTUB	Bathrooms	Tiled-in Tub	Acri-tec	National Hydronics	Simplicity IV	White
BATHTUB FILLER	Bathtub	Tub Filler	Nobili	National Hydronics	AV 159-CR	Chrome
RESIDENTIAL BATHTUB/SHOWER	All Tub/Shower Combination	Tub Diverter / Lever	Orion	National Hydronics	Diverter- PB-100 Lever- NB47-CR-NOBI	Chrome
RESIDENTIAL BATHTUB	Bathrooms (tub only)	Tub Diverter	Nobili	National Hydronics	NB 84108-CR	Chrome
WALL MOUNTED SHOWER ARM	Bathrooms (shower only)	Shower Arm	Nobili	National Hydronics	G 0013-CR	Chrome
SHOWER HEAD	Bathrooms (Showers/Shower Systems)	Shower Head	Nobili	National Hydronics	AD 139/10-CR	Chrome
SHOWER SYSTEM	Bathrooms W/Shower Systems	Shower Assembly	Nobili	National Hydronics	AD140/18-CR, AD150/1-CR	Chrome
SHOWER SYSTEM	Bathrooms w/Shower Systems	2-way Shower Mixer	Nobili	National Hydronics	WE 42802/B-CR	Chrome
RESIDENTIAL FAUCET 1	Kitchen	Kitchen Sink Faucet	Nobili	National Hydronics	NB 84137/1	Chrome
RESIDENTIAL FAUCET 2	All Bathrooms	Bathroom Sink Faucet	Nobili	National Hydronics	NB 84338/2	Chrome

HEAT PUMP FILTER SIZES & GENERAL SPECIFICATIONS

UNIT	ITEM	TYPE	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	FILTER SIZE
TH1-1335	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
TH2-1329	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
TH3-1323	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
TH5-1317	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
TH6-1311	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
TH7-1305	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
301	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
302	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
303	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
303 UPPER	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
305	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
305 UPPER	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
306	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
306 UPPER	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
307	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
307 UPPER	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
308	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
309	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
310	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
311	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
312	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
501	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
502	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
503	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
505	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
506	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
507	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
508	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
509	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
601	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
602	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
603	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
603 UPPER	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
605	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
605 UPPER	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
606	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
606 UPPER	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
607	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
607 UPPER	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
608	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
609	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1

UNIT	ITEM	TYPE	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	FILTER SIZE
610	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
611	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
612	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
701	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
702	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
703	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
705	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
706	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
707	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
708	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
709	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
801	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
802	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
803	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
805	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
806	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
807	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
808	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
901	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
902	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
903	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
905	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
906	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
907	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
908	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
909	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1001	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1002	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1003	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1005	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1006	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1007	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1008	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1009	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1101	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1102	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1103	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1105	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1106	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1107	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1108	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1109	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25

UNIT	ITEM	TYPE	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	FILTER SIZE
1201	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1202	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1203	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1205	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1206	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1207	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1208	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1209	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
1301	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1302	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1303	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1305	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1306	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1307	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1308	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1309	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
1501	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1502	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1503	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1505	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1506	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1507	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1508	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1509	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
1601	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1602	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1603	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1605	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1606	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1607	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1608	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1609	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
1701	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1702	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1703	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1705	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1706	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1707	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1708	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1709	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
1801	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1802	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1

UNIT	ITEM	TYPE	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	FILTER SIZE
1803	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1805	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1806	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1807	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1808	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1809	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
1901	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
1902	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1903	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
1905	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1906	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1907	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
1908-1	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
1908-2	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2001	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2002	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2003	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
2005	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2006	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2007	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2008-1	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2008-2	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2101	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2102	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2103	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
2105	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2106	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2107	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2108-1	Heat Pump	C	McQuay	Olympic International Agencies.	National Hydronics	WCCH5012	1-10 x 24 x 1
2108-2	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2201	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2202	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2203	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
2205	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2206	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2207	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2208	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2209	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2301	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2302	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2303	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
2305	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1

UNIT	ITEM	TYPE	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	FILTER SIZE
2306	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2307	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2308	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2309	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2501	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2502	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2503	Heat Pump	A	McQuay	Olympic International Agencies	National Hydronics	WCCH4007	1-10 x 20 x 1
2505	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2506	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2507	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2508	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2509	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2601	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
2602	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
2603	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2605	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2606	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2607-1	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2607-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2701	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
2702	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
2703	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2705	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2706	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2707-1	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2707-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2801	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
2802	Heat Pump	D	WaterFurnace	Olympic International Agencies	National Hydronics	50915-4	1-16 x 25
2803	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2805	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2806	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
2807-1	Heat Pump	E	WaterFurnace	Olympic International Agencies	National Hydronics	50915-1	16 x 18
2807-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
2901	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
2902	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
2903	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
2905-1	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
2905-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
3001	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3002	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3003	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3005-1	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25

UNIT	ITEM	TYPE	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	FILTER SIZE
3005-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
3101	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3102	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3103	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3105-1	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3105-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
3201	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3202	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3203	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3205-1	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3205-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
3301	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3302	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3303	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3305-1	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3305-2	Heat Pump	B	McQuay	Olympic International Agencies	National Hydronics	WCCH4009	1-10 x 20 x 1
3501	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3502	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3503	Heat Pump	F	WaterFurnace	Olympic International Agencies	National Hydronics	50915-2	16 x 25
3505-1	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1
3505-2	Heat Pump	C	McQuay	Olympic International Agencies	National Hydronics	WCCH5012	1-10 x 24 x 1

HOW TO CHANGE YOUR HEAT PUMP FILTER - VIDEO

APPLIANCES

HOMEOWNER USE & MAINTENACE GUIDELINES

Please refer to **Appendix 02**.

INITIAL ORIENTATION & WARRANTY GUIDELINES

Maddox appliances were procured from Midland Appliance, with the exception of hood fans, which were purchased from Inform Projects.

During your initial orientation, the Developer will confirm appliances are in working order. Post-closing, the owner will be responsible for initiating service calls relating to appliance repairs. For warranty and care information, please refer to Appendix 02. Be sure to check the product manuals for durations and types of warranty coverage provided. You can also find warranty information on the supplier's website: www.midlandappliance.com or www.informinteriors.com.

If you require warranty service, please call the applicable number listed below. The service technician will need both the model and serial number of any appliances requiring service.

MIDLAND APPLIANCE – (604) 608-0600

INFORM PROJECTS – (604) 215-1000

Your dryer's performance will be affected by the amount of lint in both the lint trap and, if applicable, the booster fan lint trap. Please clean your dryer lint trap after every use; clean your booster fan lint trap once a month. Failure to do so may also create a fire hazard. **You are also required to keep your laundry closet doors open when the washer/dryer are in use.**

Remember to mail in any registration cards you receive. Being in the manufacturer's records system ensures that the company will contact you in the event of a product recall. Warranty registration may also be necessary to validate warranties.

STAINLESS STEEL CARE

Clean stainless steel with soap and water to preserve the luster. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Prevent bleach from coming into prolonged contact with the stainless steel as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain and dry the surface to prevent water spots.

APPLIANCES SPECIFICATIONS

The Developer reserves the right to make changes to the following specifications. Any substitution of method or product shall be of equal or better quality than the original specification. We used our best efforts to ensure the "Appliance Specifications" section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of same.

APPLIANCE	UNIT TYPE	MAKE	SUPPLIER	MODEL #	COLOR	HEIGHT	DEPTH	WIDTH
FRIDGE	Typical	Blomberg	Midland Appliance	BRFB0900	Custom Overlay	1770mm	535mm	540mm
FRIDGE	Platinum Collection	Liebherr	Midland Appliance	HC1540	Custom Overlay	29 7/8"	79 13/16"	24"
GAS COOKTOP–28"	Typical	Fagor	Midland Appliance	3FIA-5GLSTX	Stainless Steel	28 3/8"	2 3/16"	20 1/16"
GAS COOKTOP–36"	Platinum Collection	Fulgor	Midland Appliance	COGB436F1CSS	Stainless Steel	36"	n/a	2 ¼"
WALL OVEN– 24"	Typical	Fagor	Midland Appliance	5HA-200 LX 5HA-200 RX	Stainless Steen	23 7/16"	21"	23 5/16"
WALL OVEN– 30"	Platinum Collection	Fulgor	Midland Appliance	SOVB53021CSS	Stainless Steel	n/a	23"	30"
INTEGRATED HOOD FAN– 30"	Typical	SteelTime	Inform Projects	INCASSA	Stainless Steel	365mm	350mm	800mm
INTEGRATED HOOD FAN– 35"	Platinum Collection	SteelTime	Inform Projects	INCASSA	Stainless Steel	365mm	350mm	900mm
DISHWASHER	All	Fagor	Midland Appliance	LFA-65 IT	Custom Overlay	32.5"	21 7/16"	23 7/8"
MICROWAVE	Typical	Panasonic-Genius	Midland Appliance	NNSN-648S	Stainless Steel	11.88"	15.88"	20.38"
MICROWAVE	(Where Applicable)	Panasonic-Genius	Midland Appliance	NNT-795S	Stainless Steel	11.97"	19.41"	21.85"
WASHER	All	LG	Midland Appliance	WM1355HW	White	33 ½"	25 ¼"	24"
DRYER	All	LG	Midland Appliance	DLEC855W	White	33 ½"	25 ¼"	24"
WINE FRIDGE	Platinum Collection	U-Line	Midland Appliance	U1075WCS00	Stainless Steel	34 1/8"	23 5/16"	23 15/16"

PROTECTING YOUR INVESTMENT

No home is maintenance free. Maintaining your home properly will extend the life of your asset. If you are not comfortable performing routine or specific maintenance, please hire a professional at your own cost.

This section describes routine maintenance procedures for your home's many components; it also provides information on home component warranties.

MANUFACTURER'S LITERATURE

The products installed in your home come with manufacturer's warranty and care guidelines – please take the time to read them. These guidelines form a part of this Manual and are attached hereto as Appendices 01-22. The information contained in the manufacturer's literature will not be repeated here.

We make every effort to keep the information in the Manual current. If any detail in our Manual conflicts with the manufacturer's information or recommendations, follow the manufacturer's recommendations.

Remember to activate specific manufacturer's warranties by completing and mailing in registration cards (which should be located in the manufacturer's literature). In some cases, manufacturer's warranties may extend beyond the first year; therefore, it is in your best interest to know about such coverage.

ALARM SYSTEM

Maddox townhomes have been pre-wired to accommodate a keypad by the suite entry door. The company retained to complete the rough in was "Smart-tek Communications Inc.". Please refer to the "Security" section of this Manual for more information.

The Developer makes no representation that an alarm system will function as intended.

APPLIANCES

For warranty and care information, please refer to both Appendix 02 and the "Appliances" section of this Manual. Please clean your dryer lint trap after every use; where applicable, clean your booster fan lint trap once a month. Failure to clean lint traps may create a fire hazard. **You are required to keep your laundry closet doors open when the washer/dryer are in use.**

BALCONIES & TERRACES

It is the homeowner's responsibility to keep their balcony area free and clear of debris. In order to prevent a buildup of algae, a homeowner can treat the surface of the deck with a light bleach solution. Remember to spray the solution away from plants. If the solution comes in contact with plants; rinse thoroughly with water.
LIGHT BLEACH SOLUTION:

Warm Water	3.3 L
Liquid Bleach	1.1 L
Trisodium Phosphate	150ml
Liquid Detergent	150ml (phosphate free)

BATHROOM ACCESSORIES

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 04.

BATHROOM FAN TIMER

For warranty and care information, please refer to the:

- "Plumbing System" section of this Manual;
- "24 Month Corrective Period" section of this Manual; and
- Appendix 18.

BLINDS

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 05.

Clean blind surface with mild soap solution. For simple dusting or cleaning, use a light feather duster. Do not use steam, hot water, bleach, or any abrasive or solvent based cleaners.

CABINETS

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 06. For additional warranty and care tips, please review the following. Where tips contradict information found in the manufacturer's literature, please defer to the latter.

GRAIN DIFFERENCES

Your home contains wood or wood veneer cabinets. Due to the natural variations in wood (and the way wood takes stain), you must expect grain or color differences between and within the cabinet components. Replacements are not made due to such variations.

HINGES

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

MOISTURE

Cabinet surfaces can become damaged or warped when moisture generating appliances are placed too close to the cabinet (such as a crock-pot or kettle). When operating such appliances, place them in a location that is not directly under a cabinet. Please note: we will not correct damage to cabinets due to heat/moisture generating appliances.

CABLE

Please refer to "Phone/Cable/Data Outlets & Media Centre" for further information.

CARPET

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual.

Where warrantable repairs are required, the replacement carpet may not perfectly match the existing carpet's colour, finish or texture. Repaired areas may also be visible when viewed under certain lighting conditions.

For care information, please refer to Appendix 07. For additional care tips, please review the following. Where tips contradict information found in the manufacturer's literature, please defer to the latter.

BURNS

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soap-less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

DYE LOT VARIATIONS

The Developer is not responsible for dye lot variations if replacements are made.

FILTRATION

If interior doors are kept closed while fans are operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn acts as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

FUZZING

In loop carpets, fibers may break; simply clip the excess fibers. If fuzzing continues, call a professional.

PILLING

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

RIPPLING

With wall-to-wall carpeting, high humidity may case rippling. If the carpet remains rippled after the humidity has dissipated, have a professional re-stretch the carpeting per the manufacturer's guidelines. **Note: The manufacturer's guidelines may dictate the carpet be re-stretched using a power stretcher, and not a knee-kicker.**

SEAMS

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. The more dense and uniform the carpet texture, the more visible the seams will be. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming seams become less visible. **Visible seams are not considered a defect.**

SHEDDING

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

SNAGS

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

SPROUTING

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fiber will come out in the process.

STAINS

Dark carpet stains around room perimeters, stairs, or at heating registers are commonly called "carbon black". These stains often results from airborne carbon material emanating from synthetic or magnetic surfaces such as television screens and magnetic seals on refrigerators. Light coloured synthetic carpets accentuate this condition.

STATIC

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

In some areas, metal or other edging material may be used where the carpet meets with another floor covering.

CAULKING

Over time, you may notice gaps in your caulking around plumbing fixtures, windows, backsplashes, etc. Maintaining a good seal is important to prevent moisture problems. The Developer will re-caulk reported areas one time during the "12 Month Corrective Period" (see the "Warranty Description" tab). Subsequent caulking will be your home maintenance responsibility.

CLOSET SHELVES & ORGANIZERS

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 09.

CONDENSATION

For more information, please refer to both Appendix 10 and the "Condensation/Ventilation" section of this Manual. It is important you read and understand this section; if you have any questions, please contact a Maddox New Home Consultant at (604) 895-0428.

COUNTERTOPS

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 11. It is extremely important to review and implement recommended care requirements. If countertops are not cared for in accordance with IMAC's guidelines, your warranty will be void.

Please remember that stone countertops are a natural product and will have variations in grain and texture. Stone surfaces may even have fissures and/or tiny pinholes. Grain variations, fissures and tiny pinholes are all acceptable conditions, as they occur naturally in the formation of stone.

For additional warranty and care tips, please review the following. Where these tips contradict information found in the manufacturer's literature, please defer to the latter.

CAULKING

Caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the countertops and prevent warping. Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. The Developer will re-caulk reported areas one time during the "12 Month Corrective Period" (see the "Warranty Description" tab). Subsequent caulking will be your home maintenance responsibility.

CLEANING

Keeping your stone clean is critical to maintaining the original appearance of your countertop. For cleaning instructions, please refer to the literature included in Appendix 11.

CUTTING BOARD

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter.

CRACKS VERSUS FISSURES

Cracks that extend from the surface of the slab, into the stone and through the grain will be repaired. **All other cracks will be deemed fissures, and will not be repaired.**

MATS

Rubber drain mats can trap moisture beneath them, causing the discoloration of granite. Dry the surface as needed.

STONE SEALING, WHERE APPLICABLE

For sealing instructions, please refer to the literature included in Appendix 11.

DISPOSAL – FOOD WASTE

For warranty and care information, please refer to the:

- "Plumbing System" section of this Manual;
- "24 Month Corrective Period" section of this Manual; and
- Appendix 18.

DOOR & DOOR HARDWARE

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 12.

Wood doors are subject to natural characteristics of wood, such as shrinkage and warping. Natural fluctuations caused by humidity, showers, dishwashers, temperature extremes, etc. can result in interior doors needing minor adjustments. To best care for your home's doors, please read the information noted below:

FAILURE TO LATCH

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising), and raising or lowering the plate accordingly.

HINGES

You can remedy a squeaky door hinge by removing the hinge pin and applying a bit of grease to it. Avoid using oil, as it can gum up or attract dirt. Failing to lubricate hinges will cause them to wear and deposit black soot on the carpet or flooring.

LAUNDRY CLOSET DOORS

You are required to keep your laundry closet doors open when your dryer is in use.

PANEL SHRINKAGE

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain is your home maintenance responsibility, we will repair split panels that allow light to be visible during the first year.

SHRINKAGE

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain is your home maintenance responsibility.

SLAMMING

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Avoid slamming doors.

STICKING

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. During a damp season, a door may stick more frequently. Do not plane the door during this time unless it continues to stick after the weather changes.
Before planning a door, apply a paste wax, a light coat of paraffin, or candle wax to the sticking surface; if this does not resolve the issue, tighten the screws that hold the door jamb or door frame. If planning is necessary after these measures, use a sanding sponge to smooth the door and paint the sanded area to seal against moisture.

WARPING

Keep a warped door closed as much as possible; often this returns it to normal.

WEATHER STRIPPING

Weather stripping (sealer around door opening) and exterior door thresholds (bottom plate of door) occasionally require adjustment or replacement.

*The Developer will not repair doors that are damaged as a result of owner negligence or abuse.

DRYWALL & CEILINGS

During the initial orientation, we confirm that drywall and ceiling surfaces meet industry standards. The "**6 foot, 2 second**" rule will apply. Briefly, the "6 foot, 2 second" rule states that a drywall/ceiling imperfection will only be repaired if you can see same from a standing distance of 6 feet and within a time frame of 2 seconds. If not, it is not a defect. This includes drywall flaws that are only visible under particular lighting conditions.

It is our experience that drywall surfaces may be damaged during the move in process; as such, please instruct your movers to use extra caution to prevent same.

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual. Please note:

ONE TIME REPAIRS

Minor drywall cracks and nail pops are not unusual; they are a result of normal shrinkage of materials and are generally not covered under warranty. The Developer will refer to the "Residential Construction Performance Guide" (published by the Homeowner Protection Office – a Branch of BC Housing) when determining whether or not a particular item is a warrantable defect.

If a warrantable repair is completed, the owner will be responsible for paint touch ups to the affected area. The owner will also be responsible for wallpaper that has been applied subsequent to closing. It is important to note that due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

If a drywall repair is needed as a result of either poor workmanship (such as blisters in tape), or another warranty-based repair (such as a plumbing leak), it will be completed by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, the Developer will repaint the wall corner to corner. The owner will be responsible for custom paint colors or wallpaper that has been applied subsequent to closing. As noted above, the touch-ups may not match surrounding area.

REPAIR AND MAINTENANCE TIPS FOR OWNERS

Post the one time repairs, care of drywall/ceiling is the homeowner's maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with drywall filling compound. To correct a nail pop, reset the nail with a hammer and punch. Cover it with drywall filler, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sanding sponge, and then paint. You can fill indentations caused by sharp objects in the same manner. Walls and ceilings are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

ELECTRICAL SYSTEM

For warranty and care information, please refer to the:

- "Electrical System" section of this Manual;
- "24 Month Corrective Period" section of this Manual; and
- Appendix 13.

GAS SHUT-OFFS

GAS BARBEQUE SHUT–OFF VALVE

Select units are equipped with a gas outlet for the barbeque. You will find the gas shut-off at the outlet. To turn the gas off, turn the yellow handle 90° perpendicular to the pipe. Alternatively, to turn the gas on, turn the yellow handle parallel to the pipe. **We recommend you always turn the gas off once you have finished barbequing. Care must be taken to ensure barbeques are shut off after use; failure to do so can result in fire, injury, and damage.**

GAS COOKTOP

There is a gas shut off behind each cooktop. To access the shut off, remove the drawer below the cooktop, and turn the gas handle 90 degrees perpendicular to the pipe. Please be careful not to damage the floor when you remove the drawer.

GAS LEAK

If you suspect a gas leak, leave the home and immediately call Fortis BC at their emergency number, 1 888-663-9911.

WARRANTY GUIDELINES

The gas company is responsible for leaks up to the main building meter on the exterior of the building. The Developer will correct leaks from the meter to the home for a period of two years after the closing date when the unit is first sold.

HOW TO TURN OFF THE GAS TO YOUR COOKTOP - VIDEO

HARDWOOD FLOORING (ENGINEERED)

During your initial orientation, the Developer will review the floors and determine if any scratches and gouges are present. The "**6 foot, 2 second**" rule will apply. Briefly, the "6 foot, 2 second" rule states that a gouge/scratch will only be repaired if you can see same from a standing distance of 6 feet, within a time frame of 2 seconds. If not, it is not a defect.

The Developer will not repair floor damage caused after ownership is transferred to the homeowner. It is our experience that floors may be damaged during the move in process. As such, please instruct your movers to use extra caution to prevent damage.

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual. Where warrantable repairs are required, the replacement product may not match the existing product's colour, finish or texture.

For care information, please refer to Appendix 15. Failure to follow the care instructions will void your flooring warranty. Here are some additional care tips. Where these tips contradict the manufacturer's/supplier's information, please defer to the latter.

CLEANING

Protect the floor from any exposure to liquids, water or other forms of moisture. Sweep or vacuum the floor daily to keep it clean and free of dust. Please ensure that your vacuum's wheels are not damaging the floor. For more thorough cleaning, please use the floor cleaning solution approved by the floor supplier per Appendix 15. Do not use any household cleaners, oils, soaps, waxes, or abrasive materials/scouring agents on your engineered hardwood floor.

FELT TABS

Insert felt protector pads on the feet of all furniture and accessories that will be placed directly onto the floor surface.

FLOOR COLOR CHANGE

Flooring will naturally undergo a change in color as it adjusts to the ambient light conditions of your home environment. To ensure a uniform change, it is recommended that you do not place area rugs on the new floor for sixty days after installation. Thereafter, periodic re-arrangement of furniture and area rugs will help ensure your flooring colors evenly.

HEAT AND HUMIDITY

Environmental conditions must be maintained as specified with a temperature of **65 - 75°F (18 - 24°C) and humidity at 35 - 55% at all times** (Kentwood Product Warranty Care and Maintenance Guide).

REMOVE HIGH HEEL SHOES & TRIM PET'S NAILS

Floors may be damaged by the extreme force caused by lady's high help shoes (measured in pounds per square inch (psi). For example, a car has a load of 28-30 psi, while a 125 pound woman with high heels has a load of 2000 psi! High heels will cause indentation in flooring! As such, ask your guest to remove her high heels to protect your floor.

A general rule of thumb is to avoid letting sharp or pointed objects come into contact with your floor. This includes pets' nails, which should be trimmed to minimize damage.

HOOD FAN

For warranty and care information, please refer to Appendix 02 and the "Appliances" section of this Manual. Please note the actual CFM output of the hood fan will be less than the specified output outlined in the product specification brochure. The mechanical engineering design of the building controls the amount of air that is exhausted from the suite.

LIGHTING

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 16.

MIRRORS

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 08.

PAINT & STAIN

During your initial orientation, the "**6 foot, 2 second**" rule will apply. Briefly, the "6 foot, 2 second" rule states that a paint deficiency will only be repaired if you can see same from a standing distance of 6 feet under normal lighting conditions, within a time frame of 2 seconds. If not, it is not a defect. You are responsible for all subsequent touch-ups, except painting we perform as part of another warranty repair.

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 17.

Please note paint touch ups made during a warranty visit may:

- Be visible under certain lighting conditions; and
- Not match the surrounding area. Over time, paint colors fade. Due to the effects of time on paint, as well as possible dye lot variations, touch-ups are unlikely to match surrounding painted areas.

Here are some additional care tips:

CLEANING

Due to the changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

EXTERIOR

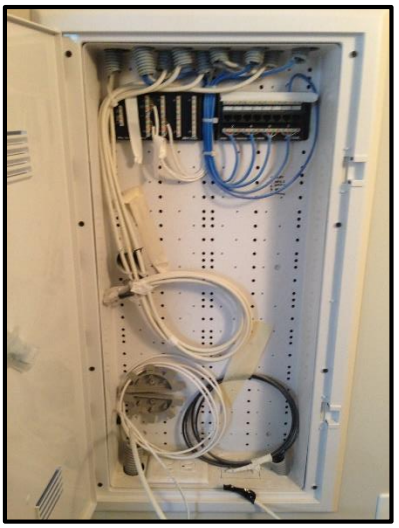
All exterior painting is considered a common area item and is controlled and maintained by your strata corporation and Property Manager.

TOUCH-UPS

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

For color code formulas, please turn to the "Finish Specifications" section of this Manual; **please note codes are calculated per 5 gallon pail.**

PHONE/CABLE/DATA OUTLETS & MEDIA CENTRE



Your home is equipped with numerous phone and cable outlets. Initiating service, adding additional outlets or revising outlet locations for decorating purposes or convenience is the homeowner's responsibility.

If you own a "C" or "D" unit ("01" or "02" suites between the 3rd and 25th floor), please remember to use lag bolts that are less than 1 1/8" when installing your bedroom television.

Your home is equipped with a media center panel that allows your home's media to be accessed via one panel. The panel is generally located in your suite entry closet. To initiate service, please contact either Telus at 1 (604) 310-3343, or an alternate service provider of your choice. Ask the installation technician to provide an orientation during your service connection appointment.

The Developer will correct faulty outlets that are discovered during the initial orientation. The Developer will also repair faulty wiring from the outlet service box into the home. The warranty period is two years, and begins on the closing date when the unit is first sold. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

PLUMBING

For warranty and care information, please refer to the:

- "Plumbing System" section of this Manual;
- "24 Month Corrective Period" section of this Manual; and
- Appendix 18.

RAILINGS

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 19.

REMOTE CONTROLS

When you moved in, you were given two radio frequency remotes that control access to your floor, the main lobby entry door, the parkade gates and any other door with card access readers. The remotes require no maintenance, and operate on batteries which will require replacement from time to time. The remotes are susceptible to damage by moisture and impact, and should be handled gently. For more information, please refer to both Appendix 03 and the "Security" section of this Manual.

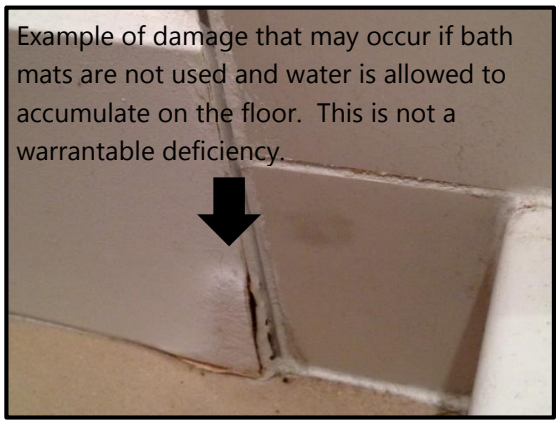
SHOWER ENCLOSURES

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual; for care information, please refer to Appendix 08.

Shower enclosures require minimal care and maintenance. Use a squeegee to remove water after a bath/shower to keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build-up of minerals and soap. Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Check and touch-up caulking on an as needed basis. Avoid hanging wet towels on corners of doors – the weight can pull the door out of alignment and cause it to leak.

Maddox homes feature "frameless shower doors". Frameless shower doors are usually heavy (3/8" or ½") glass shower enclosures featuring glass, metal clips, and continuous metal channels; these doors may be sealed to adjacent surfaces with silicone. These glass panels may be freestanding and resting on a tiled curb, floor, or bathtub/manufactured shower base; they may also be full height fixed to the ceiling.

Water may escape at the door perimeter – this is not considered a defect. Care should be taken to not only ensure that bath mats are present, but also that any water outside the enclosure is mopped up after a shower.


Example of damage that may occur if bath mats are not used and water is allowed to accumulate on the floor. This is not a warrantable deficiency.

SMOKE DETECTORS

For warranty and care information, please refer to the:

- "Electrical System" section of this Manual;
- "24 Month Corrective Period" section of this Manual; and
- Appendix 13.

THERMOSTAT

For warranty and care information, please refer to either Appendix 13 (electric baseboard thermostat) or Appendix 18 (heat pump thermostat), whichever is applicable.

TILE

For warranty information, please refer to the "Warranty Description – 12 Month Corrective Period" section of this Manual. We are not responsible for variations in color or discontinued patterns. Variations in grout, tile colour and texture are to be expected when making repairs.

For care information, please refer to Appendix 20. Here are some additional care tips. Where these tips contradict the manufacturer's/supplier's information, please defer to the latter.

CLEANING

Dust mop with a clean non-oily dust mop and **remove any wet spillage immediately**. If damp mopping is required, use a neutral (ph-7) detergent. Cleaning products containing acid or tri-sodium phosphate should not be used on tile, terrazzo or marble. Re-condition per maintenance instructions outlined in Appendix 20.

GROUT DISCOLOURATION

Clean grout that becomes yellowed or stained. Please contact Ploutos Enterprises directly for information on products that may be used to clean grout. Refer to the "Trade Contact Information" section of this Manual for contact numbers.

SEALING GROUT

Sealing grout is your decision and responsibility. Please contact Ploutos Enterprises directly for information on products that may be used to seal grout. Refer to the "Trade Contact Information" section of this Manual for contact numbers.

WINDOWS

In the instance a window is damaged, please contact either the building manager or the property management company. They will be able to assist you in remedying same (accidental breakage **may** be covered by the strata building insurance). Please refer to the "Emergency Procedures" section of this Manual for Property Manager phone numbers.

We have included the following care tips:

CONDENSATION

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Condensation that accumulates on the surface of interior windows and frames is not covered by warranty. Your family's lifestyle controls the humidity level within your home – please review the "Condensation/Ventilation" section of this Manual for tips on reducing in-suite condensation.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. We will replace the window if this occurs during the "24 Month Corrective Period".

SCRATCHES

The Developer will confirm window glass is acceptable during the initial orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. We will repair/replace windows that have scratches readily visible from a distance of 10 feet, if same is noted during the initial orientation.

SILLS

Window sills in your home are made of ultra-lite. The most common maintenance activity is dust. Twice a year, check caulking and touch-up as needed. Protect sills from moisture. If you arrange plants on a still, include a plastic tray under the pot.

STICKING WINDOWS

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

TINTING

Applying tinting and/or foil lining to dual pane windows can result in broken windows due to heat build-up. Some window manufacturers void their warranty if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

WEEP HOLES

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris.

DO NOT NEGLECT ROUTINE MAINTENACE – TYPICAL

Each home requires care administered by the homeowner from the very first day. Regular maintenance is essential to maintaining a quality home for a lifetime. Neglecting routine maintenance will not only erode home value, it may also affect the overall desirability of the community. Most importantly, it can void warranty coverage on all or part of your home!

We have included a sample home Routine Maintenance Schedule. If you do not feel comfortable performing the tasks below, or do not have the necessary equipment, you may wish to retain a qualified handy person to help you. You will be responsible for all maintenance costs. Please refer to Appendix 10 (Travelers Seasonal Maintenance Tips) for more information.

ITEM	DAILY	MONTHLY	SPRING	SUMMER	FALL	WINTER
INTERIOR FINISHES & RAILINGS						
Re-caulk showers & countertops if necessary.				✓		
Seal grout & countertops if required – refer to tile & countertop manuals.				✓		
Lubricate door hinges.				✓		
Monitor your home for excessive moisture levels. If, for example, there is condensation on your windows, you are causing damage to your home.	✓					
Disconnect the duct connected to the dryer & vacuum areas close your dryer & your dryer's vent hood outside.		✓			✓	
Where applicable, remove lint from the dryer booster fan lint trap – refer to dryer booster fan lint trap manual.		✓				
Clean dryer condenser, ventilation, grilles, condensed water drain & moister sensor – see dryer manual.		✓				
Remove lint from dryer lint trap – refer to dryer manual.	✓					
Clean your washing machine (including water inlet filter and drain pump filter) – refer to washer manual.		✓				
Clean your dishwasher (including filter) – refer to dishwasher manual.			✓	✓	✓	✓
Refrigerator – clean condenser – refer to refrigerator manual.				✓		
Refrigerator – clean pan at the back of the device – refer to refrigerator manual.				✓		✓
Where applicable, clean wine fridge front grille & condenser.			✓	✓	✓	✓
Clean range hood filter, oven, microwave and cook top – refer to applicable manuals.		✓				
Wash bathroom fan grille(s).		✓				
Regularly check the house for safety hazards such as; loose handrail or lifting/buckling floor etc.		✓				
Exterior railings – Check bolts, fasteners, glass gaskets and welds. See railing care sheet.				✓		
PLUMBING						
If you are not using a plumbing fixture frequently (a sink), run water briefly to keep water in the trap.			✓		✓	
Check all faucets, hose bibs & valves for signs of dripping & change washers as needed.		✓				
Clean drains in dishwashers, sinks, bathtubs, & shower stalls.		✓				
Test plumbing shut-off valves to ensure they are working.		✓				
Where applicable – winterize by disconnecting hoses & drain bibs.					✓	
Check & clean/replace heat pump filters each month in heat season (filters should be checked every 2 months).			✓	✓	✓	✓
Where applicable – switch on power to air conditioning & check system. Serviced it every 2/3 years.			✓			
ELECTRICAL						
Check GFI/AFCI circuits.		✓				
Check electrical plugs & outlets to ensure fire safety. Worn plugs feel warm to the touch & need to be replaced immediately.		✓				
Check smoke/carbon monoxide detectors.		✓				
Check security alarm.		✓				
Vacuum smoke detectors, as dust or spider webs can prevent them from functioning.		✓				
Vacuum electric baseboard heaters to remove dust.		✓				
If panel/breaker is warm to touch or smells burnt; contact a Maddox New Home Consultant, the Property Manager, or the electrician listed under Trade Contact Information promptly.		✓				

DO NOT NEGLECT ROUTINE MAINTENACE – PLATINUM COLLECTION

Each home requires care administered by the homeowner from the very first day. Regular maintenance is essential to maintaining a quality home for a lifetime. Neglecting routine maintenance will not only erode home value, it may also affect the overall desirability of the community. Most importantly, it can void warranty coverage on all or part of your home!

We have included a sample home Routine Maintenance Schedule. If you do not feel comfortable performing the tasks below, or do not have the necessary equipment, you may wish to retain a qualified handy person to help you. You will be responsible for all maintenance costs. Please refer to Appendix 10 (Travelers Seasonal Maintenance Tips) for more information.

ITEM	DAILY	MONTHLY	SPRING	SUMMER	FALL	WINTER
INTERIOR FINISHES & RAILINGS						
Re-caulk showers & countertops if necessary.				✓		
Seal grout & countertops if required – refer to tile & countertop manuals.				✓		
Lubricate door hinges.				✓		
Monitor your home for excessive moisture levels. If, for example, there is condensation on your windows, you are causing damage to your home.	✓					
Disconnect the duct connected to the dryer & vacuum areas close your dryer & your dryer's vent hood outside.		✓			✓	
Where applicable remove lint from the dryer booster fan lint trap – refer to dryer booster fan lint trap manual.		✓				
Clean dryer condenser, ventilation, grilles, condensed water drain & moister sensor – see dryer manual.		✓				
Remove lint from dryer lint trap – refer to dryer manual.	✓					
Clean your washing machine (including water inlet filter and drain pump filter) – refer to washer manual.		✓				
Clean your dishwasher (including filter) – refer to dishwasher manual.			✓	✓	✓	✓
Refrigerator – empty water collecting tray – refer to refrigerator manual.		✓				
Refrigerator – clean the air filter – refer to refrigerator manual.		✓				
Clean wine fridge front grille & condenser.			✓	✓	✓	✓
Clean range hood filter, oven, microwave and cook top – refer to applicable manuals.		✓				
Wash bathroom fan grille(s).		✓				
Regularly check the house for safety hazards such as; loose handrail or lifting/buckling floor etc.		✓				
Exterior railings – Check bolts, fasteners, glass gaskets and welds. See railing care sheet.				✓		
PLUMBING						
If you are not using a plumbing fixture frequently (a sink), run water briefly to keep water in the trap.			✓		✓	
Check all faucets, hose bibs & valves for signs of dripping & change washers as needed.		✓				
Clean drains in dishwashers, sinks, bathtubs, & shower stalls.		✓				
Test plumbing shut-off valves to ensure they are working.		✓				
Where applicable – winterize by disconnecting hoses & drain bibs.					✓	
Check & clean/replace heat pump filters each month in heat season (filters should be checked every 2 months).			✓	✓	✓	✓
Where applicable – switch on power to air conditioning & check system. Serviced it every 2/3 years.			✓			
ELECTRICAL						
Check GFI/AFCI circuits.		✓				
Check electrical plugs & outlets to ensure fire safety. Worn plugs feel warm to the touch & need to be replaced immediately.		✓				
Check smoke/carbon monoxide detectors.		✓				
Check security alarm.		✓				
Vacuum smoke detectors, as dust or spider webs can prevent them from functioning.		✓				
Vacuum electric baseboard heaters to remove dust.		✓				
If panel/breaker is warm to touch or smells burnt; contact a Maddox New Home Consultant, the Property Manager, or the electrician listed under Trade Contact Information promptly.		✓				

TRADE CONTACT INFORMATION

Alarm Pre-Wiring and Remotes
Smart-tek
(604) 718-1882
www.smart-tek.com

Appliances
Midland Appliance
(604) 841-2324
www.midlandappliance.com

Inform Projects – hood fans
(604) 251 1000
www.informinteriors.com

Bathroom Accessories
CP Distributors
(604) 599-0900
www.cpdist.ca

Blinds
Spectrum Window Coverings
(604) 231-8788

Cabinets
Inform Projects
(604) 215-1000
www.informinteriors.com

Carpet
Ploutos Enterprises
604 875-6484
www.ploutos.ca

Closet Shelving
The Original Closet Warehouse
(604) 880-6684
www.closetwarehouse.ca

Countertops
IMAC Enterprises
(604) 324-8288
www.imacstone.com

Doors/Door Hardware
CP Distributors
(604) 599-0900
www.cpdist.ca

Electrical
Allwest Electric
(604) 464-6200
www.allwestelectric.com

Hardwood Flooring
Ploutos Enterprises
604 875-6484
www.ploutos.ca

Lighting Fixtures
Allwest Electric
(604) 464-6200
www.allwestelectric.com

Mirrors/Shower Doors
Glass World
(604) 854-5757
www.glassworld.ca

Mechanical
National Hydronics
(604) 591-6106
www.nationalhydronics.com

New Home Warranty
Travelers
(604) 682-2663
www.travelerscanada.ca

Painting
Dulex Pro Painting
(604) 767-0849
www.dulex.ca

Railings
East & West Alum Craft
1 800 661-2773
(604) 438-6251

Tiles
Ploutos Enterprises
(604) 875-6484
www.ploutos.ca

FINISH SPECIFICATIONS

The Developer reserves the right to make specification changes, as per the contract to purchase and sale. However, any substitution of method or product shall be of equal or better quality than the original specification.

We used our best effort to ensure the "Finish Specifications" section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of the "Finish Specifications" section. For electrical and plumbing specifications, please refer to the "Electrical System" and "Plumbing System" sections of this Manual. For appliance specifications, please refer to the "Appliances" section of this Manual.

There are two different color schemes in homes at Maddox: Panna and Grigio. If you are not sure which color scheme you selected, please contact the sales staff.

CEILING FIXTURE SPECIFICATIONS

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER/ INSTALLER	MODEL	DIMENSION	FINISH	LAMP
BALCONY	Ceiling Fixture	Galaxy	Allwest	GALAXY 305063 BK	10-5/8" x 3-1/8"	Black	1 x 60A15 IF
BATHROOM CEILING	Pot Light	Juno	Allwest Electric	JUNO TC44	6-3/4" x 9-1/8" x 4-1/2"	White	1 x 35MR16 EXN EYE
BATHROOM SHOWER/BATH	Pot Light	Juno	Allwest Electric	JUNO TC44	6-3/4" x 9-1/8" x 4-1/2"	White	1 x 35MR16 EXN EYE
BATHROOM WALL	Wall Sconce	Matteo	Allwest Electric	MATTEO K61612S CH	18" x 4"	Chrome	2 x 60A15
BEDROOM CLOSET	Wall Fixture	Matteo	Allwest Electric	MATTEO K599002 CH	11-1/2" x 3-1/2"	Chrome	2 x 60A15 IF
DEN	Cover Plate	Galaxy	Allwest Electric	001001 WH	5-1/8"`	White	n/a
DINING ROOM	Cover Plate	Galaxy	Allwest Electric	001001 WH	5-1/8"`	White	n/a
ENTRY HALLWAY	Pot Light	Juno	Allwest Electric	JUNO TC44	6-3/4" x 9-1/8" x 4-1/2"	White	1 x 35MR16 EXN EYE
KITCHEN	Pot Light	Juno	Allwest Electric	JUNO TC44	6-3/4" x 9-1/8" x 4-1/2"	White	1 x 35MR16 EXN EYE
STORAGE ROOM	Wall Fixture	Matteo	Allwest Electric	MATTEO K599002 CH	11-1/2" x 3-1/2"	Chrome	2 x 60A15 IF
THROUGHOUT UNIT	Pot Light	Juno	Allwest Electric	JUNO TC44	6-3/4" x 9-1/8" x 4-1/2"	White	1 x 35MR16 EXN EYE

MIRROR, SHOWER ENCLOSURES, SHELVING & BLIND SPECIFICATIONS

MIRROR & SHOWER ENCLOSURES

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER/INSTALLER	SERIES	TYPE	THICKNESS
ALL BATHROOMS	Mirror	Glass World	Glass World	n/a	Silver-Backing Mirror	5mm
SHOWER SURROUND	Shower Enclosures	Glass World	Glass World	Frameless Glass Shower Enclosures	Tempered Clear Glass W/Chrome Hardware	10mm
WALL OF BATHROOM	Niche Shelves	Glass World	Glass World	Clear Glass	Annealed	10mm

SHELVING

LOCATION	APPLICATION	UNIT TYPE	MANUFACTURER	SUPPLIER/INSTALLER	TYPE	THICKNESS	EDGEBANDING	COLOR
ALL CLOSETS	2 Shelves & 1 Chrome Rod	Typical	Original Closet Warehouse	Original Closet Warehouse	Melamine	¾"	3mm	White
MASTER CLOSET	Closet Organizer	Platinum Collection	Original Closet Warehouse	Original Closet Warehouse	Melamine	¾"	3mm	White

BLINDS

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER/INSTALLER	SERIES	FABRIC	COLOR	FASCIA	HEMBAR
LIVING AREA	Blinds	Spectrum Window	Spectrum Window	RS Series	T30128	P14 Oyster/Pearl Grey	Ceiling White	Ceiling White
BEDROOMS	Black-Out Blinds	Spectrum Window	Spectrum Window	RS Series	Prima 10	Oyster	Ceiling White	Ceiling White
WHERE APPLICABLE	Motorized Roller Blind	Spectrum Window	Spectrum Window	Somfy RTS	T30128	n/a	Ceiling White	Ceiling White

GLASS WORLD
We Make Bathrooms Beautiful

BATH ACCESSORIES, INTERIOR DOORS & DOOR HARWARE SPECIFICATIONS

BATH ACCESSORIES

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER	INSTALLER	SERIES	MODEL	FINISH
ALL BATHROOMS AS REQUIRED	Towel Bar	Kartners	CP Distributors	RoseWood Finishing	Circo	Circo 365240	Polished Chrome
ALL BATHROOMS	Toilet Tissue Holder	Kartners	CP Distributors	RoseWood Finishing	Circo	Circo 365151	Polished Chrome
ALL BATHROOMS WITH TUB/SHOWERS	Shower Curtain Rod	Glass World	Glass World	RoseWood Finishing	n/a	SRMFC	Chrome Aluminum
ALL BATHROOMS	Robe Hook	Kartners	CP Distributors	RoseWood Finishing	Circo	Circo 365130	Polished Chrome

INTERIOR DOORS

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER	INSTALLER	MODEL	FINISH
BEDROOMS CLOSETS	Pocket Doors	Lynden	CP Distributors	RoseWood Finishing	Solid Core Primed Hardboard	n/a
BEDROOMS, BATHROOMS & STORAGE	Flush Doors	Lynden	CP Distributors	RoseWood Finishing	Solid Core Primed Hardboard	n/a
SUITE ENTRY DOOR	Entry Door	Lynden	CP Distributors	RoseWood Finishing	LD2000 RIFT WHITE OAK #2MHE	TR6-DARK STAIN
ENCLOSED BALCONY	Balcony Door	Riviera	CP Distributors	RoseWood Finishing	Monaco 6030	Aluminum

DOOR HARDWARE

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER	INSTALLER	SERIES	MODEL	FINISH
SUITE ENTRY DOORS	Suite Entry Lever/Deadbolt	Colombo	CP Distributors	RoseWood Finishing	Mortise Lock	LC11P (with wood insert)-P300-M156	Polished Chrome
SUITE ENTRY DOORS	Suite Entry Peep Hole	Taymor	CP Distributors	RoseWood Finishing	n/a	37-B4825N	Nickel
SUITE ENTRY DOORS	Suite Entry Heavy Duty Door Closer	Taymor	CP Distributors	RoseWood Finishing	n/a	13-1900BFDA AL	Aluminum
ALL PASSAGE DOORS	Passage Door Lever	Astra Design	CP Distributors	RoseWood Finishing	n/a	AS11RA	Polished Chrome
BATHROOMS	Pocket Door Hardware with Lock	Kristrack	CP Distributors	RoseWood Finishing	n/a	KT678	Chrome
ALL INTERIOR DOORS	Door Stops	Cal Royal	CP Distributors	RoseWood Finishing	Door Saver	SBRS3-3" rigid base stop	Polished Chrome
ALL INTERIOR DOORS	Door Hinge Pin Stops	Taymor	CP Distributors	RoseWood Finishing	n/a	25-B4614SPPC	Polished Chrome

CP Distributors Ltd.

PANNA SPECIFICATIONS

FLOORING

LOCATION	APPLICATION	SUPPLIER	INSTALLER	COLOR	TYPE	DIMENSIONS	UNDERLAY
KITCHEN, LIVING, STORAGE & BEDROOMS	Hardwood	Metropolitan Hardwood	Ploutos	Brushed Oak Cirrus	Engineered Hardwood Floor	5"w X 12mm	KW Kombo Acoustic 2mm
BEDROOMS	Carpet	Colin Campbell	Ploutos	Style Encore Col. Quartz	Wool	n/a	6lbs Chipfoam

TILES

LOCATION	APPLICATION	SUPPLIER	INSTALLER	COLOR	SIZE	GROUT
BATHROOM FLOORS, TUB APRONS & NICHES	Marble	Ican	Ploutos	Creminta	12 x 24	Mapei #48 Almond
LAUNDRY CLOSETS & ENCLOSED BALCONIES	Porcelain	Ican	Ploutos	Coastal Cloud	12 x 24	Mapei #48 Almond
TUB & SHOWER SURROUNDS	Tiles	Ican	Ploutos	Gloss White	12 x 18	Mapei #00 White

COUNTERTOPS

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER	INSTALLER	MATERIAL	FINISH	COLOR	DIMENSIONS
KITCHEN	Counter & Backsplash	IMAC	IMAC	IMAC	Granite	Polished	Ivory Gold	¾" Thick
BATHROOMS	Counter & Backsplash	IMAC	IMAC	IMAC	Marble	Polished	Calacatta Gold	¾" Thick

CABINETS & HARDWARE

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER	INSTALLER	TYPE	PATTERN	FINISH	COLOR
WHERE APPLICABLE	Cabinets & Vanities	Armony	Armony	Inform	Laminate	Kappa Rovere Chiaro Matirix LM08	n/a	Light Oak
WHERE APPLICABLE	Cabinets & Vanities Interiors	Armony	Armony	Inform	Laminate	White Matte	Matte	White
KITCHEN	Fridge	Armony	Armony	Inform	n/a	C2B6A99	Brass	Satin Nickel
KITCHEN & BATHROOM	Standard Hinges	Armony	Armony	Inform	Self-Closing	C7B6ND9	n/a	n/a
KITCHEN & BATHROOM	Corner Hinges	Armony	Armony	Inform	Self-Closing	C2BMAD9	n/a	n/a
KITCHEN & BATHROOM	Push, Pull Open	Armony	Armony	Inform	n/a	C2BPA99	n/a	n/a
KITCHEN & BATHROOM	Handles	Armony	Armony	Inform	Quadrello	n/a	Aluminum	n/a
KITCHEN & BATHROOM	Doors Without Handles	Armony	Armony	Inform	Gola	n/a	Aluminum	n/a

PAINT

LOCATION	SUPPLIER	MANUFACTURER	PAINTER	COLOR/CODE	FINISH	PER GALLON	FORMULA
WALLS THROUGHOUT	Cloverdale Paint	Cloverdale Paint	Dulex	PT-2 BMCC-100	03243 Eggshell	5 Gallon	C-30, I-5
BASEBOARD/TRIM	Cloverdale Paint	Cloverdale Paint	Dulex	PT-4 BMOC-68	01120 Semi-Gloss	5 Gallon	C-5
CEILING	Cloverdale Paint	Cloverdale Paint	Dulex	PT-5 BMOC-68	03760	5 Gallon	L-10

GRIGIO SPECIFICATIONS

FLOORING

LOCATION	APPLICATION	SUPPLIER	INSTALLER	COLOR	TYPE	DIMENSIONS	UNDERLAY
KITCHEN, LIVING, STORAGE & BEDROOMS	Hardwood	Metropolitan Hardwood	Ploutos	Brushed Ash Smoked	Engineered Hardwood Floor	5"w X 12mm	KW Kombo Acoustic 2mm
BEDROOMS	Carpet	Colin Campbell	Ploutos	Style Encore Col. Granite	Wool	n/a	6lbs Chipfoam

TILES

LOCATION	APPLICATION	SUPPLIER	INSTALLER	COLOR	SIZE	GROUT
BATHROOM FLOORS, TUB APRONS & NICHES	Marble	Ican	Ploutos	Forest Walnut	12 x 24	Mapei #11 Sahara Beige
LAUNDRY CLOSETS & ENCLOSED BALCONIES	Porcelain	Ican	Ploutos	Coastal Moss	12 x 24	Mapei #11 Sahara Beige
TUB & SHOWER SURROUNDS	Tiles	Ican	Ploutos	Gloss White	5 x 18	Mapei #00 White

COUNTERTOPS

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER	INSTALLER	MATERIAL	FINISH	COLOR	DIMENSIONS
KITCHEN	Counter & Backsplash	IMAC	IMAC	IMAC	Quartz	Polished	BQ 8320	¾" Thick
BATHROOMS	Counter & Backsplash	IMAC	IMAC	IMAC	Marble	Polished	Bianco Statuario	¾" Thick

CABINETS & HARDWARE

LOCATION	APPLICATION	MANUFACTURER	SUPPLIER	INSTALLER	TYPE	PATTERN	FINISH	COLOR
WHERE APPLICABLE	Cabinets & Vanities	Armony	Armony	Inform	Laminate	Kappa Dark Lady Tranche LM08	n/a	Dark Oak
WHERE APPLICABLE	Cabinets & Vanities Interiors	Armony	Armony	Inform	Laminate	Cappucino	Matte	n/a
KITCHEN	Fridge	Armony	Armony	Inform	n/a	C2B6A99	Brass	Satin Nickel
KITCHEN & BATHROOM	Standard Hinges	Armony	Armony	Inform	Self-Closing	C7B6ND9	n/a	n/a
KITCHEN & BATHROOM	Corner Hinges	Armony	Armony	Inform	Self-Closing	C2BMAD9	n/a	n/a
KITCHEN & BATHROOM	Push, Pull Open	Armony	Armony	Inform	n/a	C2BPA99	n/a	n/a
KITCHEN & BATHROOM	Handles	Armony	Armony	Inform	Quadrello	n/a	Aluminum	n/a
KITCHEN & BATHROOM	Doors Without Handles	Armony	Armony	Inform	Gola	n/a	Aluminum	n/a

PAINT

LOCATION	SUPPLIER	MANUFACTURER	PAINTER	COLOR/CODE	FINISH	PER GALLON	FORMULA
WALLS THROUGHOUT	Cloverdale Paint	Cloverdale Paint	Dulex	PT-1 BMCO-15	03243 Eggshell	5 Gallon	B-30, C-1Y16 L-3Y58 I-5
BASEBOARD/TRIM	Cloverdale Paint	Cloverdale Paint	Dulex	PT-4 BMOC-68	01120 Semi-Gloss	5 Gallon	C-5
CEILING	Cloverdale Paint	Cloverdale Paint	Dulex	PT-5 BMOC-68	03760	5 Gallon	L-10

SECURITY

For warranty and care information, please refer to Appendix 03. We used our best efforts to ensure the "Security" section is correct; however, we make no representations or guarantees, express or implied as to the accuracy or completeness of the "Security" section.

ROUGH-IN ONLY ALARM SYSTEMS (TOWNHOMES & PENTHOUSE ONLY):

Supplied By: Smart-tek Communications Inc.
Provided for: Townhomes & Penthouse
Rough in locations: Suite entry door – rough in for keypad only

RESIDENTIAL REMOTES/ FOBS:

Manufacturer: Integrated Control Technology (ICT)
Supplier: Smart-tek Communications Inc.
Model: RF-REM4-433
Battery Type: Internal Lithium Battery CR2032 3V

Note: Upon possession, you were handed two RF remotes that control access to your parkade gates, and any other door with card reader access

ACCESS & SECURITY

When you moved in, you were given two radio frequency remotes that control access to the main lobby entry door, the parkade gates and any other door with card access readers. The remotes require no maintenance, and operate on batteries which will require replacement from time to time. The remotes are susceptible to damage by moisture and impact, and should be handled gently. For more information, please refer to ICT "RF Transmitters" literature attached hereto as Appendix 03.
Please keep a record of your fob's serial number(s). If you lose a fob, please report the loss immediately to the Property Manager. This will help ensure the security of the building.

VISITOR INTERCOM SYSTEM

A visitor intercom has been installed outside the main lobby entry and at the parkade entry ramp kiosk. Your guest simply dials your code or selects your name by scrolling through the electronic directory on the visitor intercom. Please note random codes, which do not identify your apartment, have been chosen for security reasons. For more information, please refer to Appendix 03.

CAMERA SYSTEM

Pinhole and dome security cameras have been installed on the site. The cameras have been installed at the following locations:

- Main front lobby pointing at the front doors;
- Inside main parkade gate pointing at the gate;
- Inside inner residential gate point at the gate;
- Level 1 Gym; and
- Main Lobby & Parkade entry phones (pinhole cameras located in the entry phone panel).

A Network Video Recorder (NVR) will record all information on the security cameras. When the NVR is full (500 GB or approximately 4 weeks of information), it will record over the most dated information.

MADDOX
DOWNTOWN

SERVICE REQUEST FORM

To: Cressey (Drake) Developments LLP
200-555 West 8th Avenue
Vancouver, BC V5Z 1C6

Attention: Maddox New Home Consultants
Fax: (604) 895-0496
Email: service@cressey.com

Name: _____ Date: _____
Address: _____
Cell Number: _____ Home Number: _____
Sales Closing Date: _____ Email Address: _____

Appointments will be made during regular business hours: 7:00 AM- 2:00 PM Monday to Friday (statutory holidays excluded). The owner must be present when the Developer responds to emergency or non- emergency warrantable claims. Please ensure you schedule your service appointments so that you can remain at home until repairs are complete. The Developer may only repair warrantable items **ONCE** during the term warranty (refer to the "Warranty Description" and "Protecting Your Investment" sections of your homeowner manual for more details.)

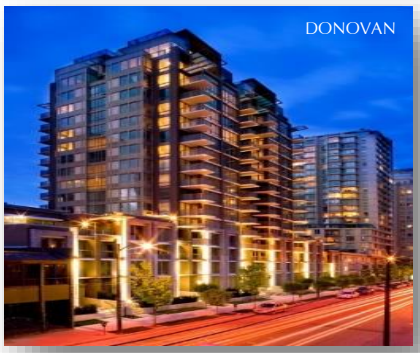
LOCATION					
1. ENTRY	2. KITCHEN	3. MAIN BATHROOM	4. ENSUITE (MASTER BATHROOM)	5. MASTER BEDROOM	6. BEDROOM
7. LIVING ROOM	8. DINING AREA	9. BALCONY/PATIO	10. STORAGE ROOM	11. LAUNDRY ROOM	12. CLOSET

ITEM					
A. DRYWALL	B. BASEBOARD	C. HARDWOOD FLOORING	D. TILE FLOORING	E. CARPET FLOORING	F. TILE WALL
G. PLUMBING FIXTURE	H. ELECTRICAL FIXTURE	I. DOOR	J. DOOR HARDWARE	K. TRIM	L. CABINET
M. CABINET HARDWARE	N. COUNTERTOP	O. BALCONY RAILING	P. SHELVING	Q. BATHROOM HARDWARE	R. CEILING
S. WINDOW	T. BLINDS	U. SHOWER ENCLOSURE	V. CAULKING	W. GROUT	X. PAINTING

In the corresponding table below, please add the above applicable number and letter regarding what needs to be addressed. Please write in detail and attach photos.

I.D. NUMBER	LOCATION (NUMBER)	ITEM (LETTER)	DETAILS IF NECESSARY (PLEASE INCLUDE ANY/ALL PHOTOS)
100			
101			
102			
103			
104			
105			
106			
107			
108			
109			

MADDOX
DOWNTOWN



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